

Community Gardening Day at Little Hollywood Park



Neighborhood volunteers gathered on May 7 at Little Hollywood Park at the corner of Tocoloma and Lathrop avenues to get gardening work done in a successful venture sponsored by Park & Rec. Among the many people who helped out that day, gratitude is expressed to Rick Granham, president of the Little Hollywood Neighbor Association, Church of Jesus Christ of Latter Day Saints Elders: Lila, Flores, Filiaga, Robinson, Canlas and Aso, and Little Hollywood neighbors: Ron, John, Rich and Fina.

Grants to Fund Two New Summer Youth Programs

Mayor Gavin Newsom recently announced a combination of grants totaling \$125,000 to fund two new summer programs that will serve 300 youth.

The two programs called *JumpStart Summer Sports* and *Camp JumpStart* will target low-income, elementary school aged young people in the Mission, Visitacion Valley and Bayview/Hunters Point neighborhoods.

Both programs will be nine weeks in length and are set to begin in June.

"JumpStart Summer Sports and Camp JumpStart are two innovative programs that maximize crucial resources through private-public partnerships with non-profit organizations and the Recreation and Park Department," said Mayor Newsom. "As we approach the summer, we need to find alternatives for our youth that will help reduce the likelihood of getting involved in risky behavior."

JumpStart Summer Sports, jointly funded by Team-Up for Youth and the San Francisco Parks Trust, will support recreation and park sites in the Mission and Visitacion Valley. The Mission Satellite Summer Sports Clinic will offer 8-week basketball and soccer clinics that build on the successful school-year program at Mission Recreation Center.

The Visitacion Valley Summer Sports Enrichment program will engage children who will learn the basics of soccer, basketball, volleyball and explore other sports such as tennis, swimming and Capoeira.

Camp JumpStart, sponsored by the SF Parks Trust, which will be based at the Joseph Lee Recreation Center in Bayview/Hunters Point, will consist of programs that include art, mu-

sic, self expression computer class, weightlifting, dance, Hip Hop, Tai Chi, sewing and personal development.

The San Francisco Recreation and Park Department will be providing staff time, facility maintenance, including custodial

Public-Private Partnership to Strengthen City Neighborhood Business Districts

At a national conference on urban commercial district revitalization held in San Francisco May 23 Mayor Gavin Newsom announced a new program to bolster neighborhood business districts - the Neighborhood Marketplace Initiative.

The initiative is a public-private partnership between the City of San Francisco, the nonprofit Local Initiatives Support Corporation (LISC), and private corporate and philanthropic donors.

Coordinated by LISC and the City, the Neighborhood Marketplace Initiative (NMI) represents a major step forward in efforts to strengthen the city's neighborhood business districts.

The City and LISC are backing the Neighborhood Marketplace Initiative to stimulate job creation, development of businesses selling quality goods and services, financial investment and the improvement of physical landscapes in San Francisco's neighborhoods.

Piloted recently in the city's Excelsior district with tremendous results and modeled on similar LISC-supported programs around the country, the Neighborhood Marketplace Initiative brings together business, resident, and other civic leaders in selected neighborhoods to develop and implement business district improvement strategies tailored to the needs of their

and supervision, utilities, expertise, curriculum development, direct and indirect supervision of all youth in the programs; mentoring, as well as the facilities including: gym space, field space, general recreation center space and meeting space.

neighborhoods.

"What makes this program unique, and why we are excited about it," said Mayor Newsom, "is that we have city departments, LISC, and local funders coordinating work and dollars to assist our neighborhood business districts - and to assist the districts based upon what the residents and merchants say they need and want."

It is a public-private partnership that is do-able and proven successful. It is exactly the kind of collaborative, targeted approach we need to help our neighborhoods and local businesses."

Under the Neighborhood Marketplace Initiative, the City and LISC jointly plan to invest approximately \$500,000 in grant funds annually to support neighborhoods selected for the program.

Private funders play a pivotal role; approximately half of this investment is provided through donations to LISC from the State Farm Insurance Companies and the Evelyn & Walter Haas, Jr. Fund, among other funders.

LISC is also targeting an additional \$25 million in financing for viable and desired development projects in neighborhoods selected to participate in the initiative.

Five neighborhoods have been selected to receive initiative assistance as part of the program's launch.

Mayor Helps Celebrate Opening of Wellness Program at Burton High

Mayor Gavin Newsom on May 12 visited Phillip & Sala Burton High School where he was joined by students, school administrators and San Francisco Unified School District representatives in a ceremony to celebrate the opening of the Burton High Wellness Program.

The Wellness Programs, which are school-based resources dedicated to improving the health, well-being and educational outcomes of all students, are made possible through a unique collaborative between the Department of Children, Youth and Their Families (DCYF), the Department of Public Health (DPH) and the San Francisco Unified School District (SFUSD), along with a series of community partners.

"I am proud of this incredible partnership among public agencies, the schools and the larger community," said Mayor Newsom. "The San Francisco Wellness Initiative is an exemplary model of City-School District collaboration. The success of this initiative is the result of a combination of key factors including the high student interest and desire for services."

The San Francisco Wellness Initiative is a unique collaborative effort to support student health and well-being. With leadership from the DCYF, DPH and the SFUSD, the initiative is building on existing resources to improve the way government agencies, the

school district and community-based organizations work together to address student health needs.

The recent opening of the Burton Wellness Program coincided with the release of the Wellness Initiative's annual evaluation which found that 67 percent of students, who received individual counseling through the Wellness Programs, reported they would not have received these services if it were not for their Wellness Program.

Students themselves are some of the strongest advocates for the Wellness Programs. Nearly three-quarters of students who had been to their Wellness Program reported that they had encouraged their friends access the program. More than 50 percent of the students surveyed identified the influence of peers as the catalyst to accessing wellness services.

The programs provide free, confidential services, including behavioral health counseling services; support and empowerment groups; reproductive health services, and information and referrals to health resources in the community.

DCYF contributes \$1.6 million annually to fund the core staff of the Wellness Programs in seven schools. SFUSD leverages grant funding to support additional nurse days at each of the sites, and DPH leverages Medi-Cal dollars to increase behavioral health service hours at the sites.

Drop in Crude Oil Prices Benefits California Consumers at the Pump

The cost of gasoline is finally going down, according to a new report by AAA of Northern California, which tracks fuel prices as a service to consumers. The statewide average cost of a gallon of regular unleaded gasoline in California is now \$2.53, a decrease of 10 cents a gallon compared to the last AAA monthly report on Ap.12.

"It's not a big decline, but at least prices are moving downward," said Sean Comey, spokesman for AAA of Northern California. "To put it in perspective, even if this trend continues and that's a really big 'if' - it would be another three months at this rate before we'd see prices fall below two dollars a gallon again."

In the short term, there now appears to be reason for consumers to be cautiously optimistic. Some of the principal market forces which drove up the price of fuel are now bringing down the cost of filling up your tank.

The cost of crude oil, the raw material from which gas is made, has fallen by nearly seven dollars a barrel since it set a record high price last month. Every dollar per barrel decrease in the cost of crude oil usually corresponds to a matching change of 2.5 cents per gallon in the retail price of gas.

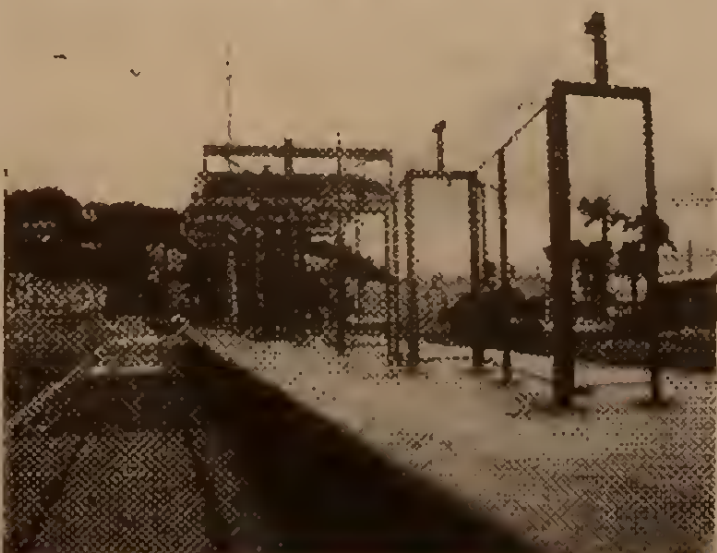
Production at California gasoline refineries is good compared to historical averages over the last few years and the supply of gasoline in the state is very good, according to the California Energy Commission.

The most expensive average gas price in Northern California is in San Francisco, where regular unleaded costs \$2.68 per gallon. The lowest price among California cities tracked by AAA is in Marysville, where gas costs an average of \$2.32 per gallon. Throughout Northern California, the average price is \$2.55. In the Bay Area, the average price is \$2.59.

The nationwide average price is now 37 cents a gallon less than the statewide average in California. The least expensive gasoline is found in Springfield, Missouri, where the average price is \$1.92 per gallon. The highest average price for gas in the United States is in Wailuku, Hawaii, where a gallon of regular unleaded sells for \$2.79.

"Although a drop in prices is welcome development for consumers, it may not last" said Comey, "Memorial Day weekend is less than two weeks away and that is typically the beginning of the time of year when fuel consumption increases. Rising demand often leads to higher prices."

Finishing Touches on Light Rail Platform



Contractors began installing metal windscreen frames and guard rails at the new boarding platform on Bayshore Boulevard at Arleta and Blanken avenues this spring for the forthcoming Third Street Light Rail.

Grapevine Mailbox

NERT Training

The SF NERT (Neighborhood Emergency Response Team) sponsored by the S.F. Fire Department has received grant funds to train persons 55 and over in the NERT training program. Though NERT classes have always included older persons and people with disabilities, the grant will help NERT specifically target older persons for training. More day time classes are scheduled to encourage older persons to attend.

As a NERT trainee, I found that the NERT training made me feel more confident that I could respond appropriately to the needs of my family and neighbors in a disaster. I highly recommend the NERT training for every San Francisco resident.

If you would like more information about the NERT training or have ideas about future trainings for older persons, please call Lt. Erica Arteseros, NERT Coordinator, San Francisco Fire Department at (415) 970-2022.

Thank you,
Betsy Eddy, Program Analyst/
Emergency Coordinator
Office on the Aging

NERT TRAINING

*Southeast Community College
Beginning May 24, Tuesdays 5-8 p.m.
May 24, 31, June 7, 14, 21, 28
1800 Oakdale/Phelps
*Fl. Mason Center Marina Room (Bldg. A)
Beginning June 9, Thursdays 6-9 p.m.
June 9, 16, 23, 30, July 7, 14
Enter on Buchanan from Marina Blvd
*USF (Bldg/Rm TBA)
Beginning June 13, Monday & Wednesday 9 a.m.-12 noon
June 13, 15, 20, 22, 27, 29
*Rec & Park Hosts in Golden Gate Park
Beginning July 6, Wednesday 9:30 a.m.-12:30 p.m., July 6, 13, 20, 27, August 3, 10
Enter 9th Ave. Lincoln for the County Fair Building

Saturdays are Special At Randall Museum

The Randall Museum offers drop-in, hands-on art and science workshops every Saturday from 1 to 4 p.m. at 199 Museum Way (off Roosevelt, above the Castro). Workshops are \$3 per child; \$5 for a parent and child combo. All kids under 8 must be with a paying adult. Call 554-9600 for further information.

*June 11: *Collage & Watercolors* - Let your imagination run wild as you experiment with collage and watercolors.

*June 18: *Wood Scrap Sculptures* - Build an ad hoc sculpture using materials from the Woodshop's scrap pile.

*June 25: *Finger Painting* - Get into color and texture while painting a mini-masterpiece with your fingers. Other regular Saturday activities include:

*Morning Family Ceramics from 10 to 11:30 a.m. (\$5 per person workshop fee)

*Meet the Animals from 11:15 a.m. to 12 noon.

*Animal Feeding at 12 noon.

*Golden Gate Model Railroad Club Exhibit from 11 a.m. to 4 p.m.

Sun & Wind Day

Celebrate World Environment Day and the opening of the Randall Museum's new *Endless Energy Exhibit* with hands-on activities exploring power from the sun and wind from 10 a.m. to 3 p.m.

GRAPEVINE VISITACION VALLEY

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San Francisco Makes Life Better with New Customer Service Information

by Mayor Gavin Newsom

Thousands of citizens, businesses and visitors alike, need to access city services on a daily basis – services supported by your tax dollars. Unfortunately, it can be very difficult for people to figure out which city department to call for a particular problem or request. The City and County of San Francisco offers a wide variety of services and programs available to make your life easier, shouldn't this information be equally easy to access?

That's why we're working on opening a 3-1-1 Customer Service Call Center for all city non-emergency services.

What is 3-1-1? 3-1-1 is a toll free number that anyone within the city limits of San Francisco can call to get information and assistance with any city service. 3-1-1 will be accessible 24 hours per day, every day of the year. City government will be more accessible and responsive than ever before.

Think of 3-1-1 as 'One Call to City Hall.' Interested in street cleaning schedules? Dial 3-1-1. Want information about events at your local

recreation center? Dial 3-1-1. Need to get your dog a license and don't know where to start? Dial 3-1-1. Live operators will be ready to help you. A simple, easy-to-remember number is all that you will need to reach city government.

Throughout my time in business and government, I have championed the importance of excellent customer service. We all pay taxes to support essential government services like public safety and street maintenance. We should have an expectation of customer service much like we expect when we purchase services in our daily life. When we pay for a meal in a restaurant, don't we assume someone is going to prepare it and serve it to us in a timely manner? The same expectation should apply to government services.

3-1-1 will be the first step in bringing better service to San Francisco city government.

In addition to providing information about city services, 3-1-1 will use the best in technology to make complex city bureaucracy easily accessible to all people. For example, if you request to have a pothole fixed,

President Bush Must Stabilize Iraq with a Strategy for Success

by House Democratic Leader Nancy Pelosi

More than two years ago, President Bush stood on an aircraft carrier under a banner that proclaimed: "Mission Accomplished." Considering the events that followed and what has been disclosed, if the President were to stand under a banner today, it would have to read: "Credibility Demolished."

The presidential commission that investigated intelligence on weapons of mass destruction recently concluded: "The harm done to American credibility by our all-too-public intelligence failings in Iraq will take years to undo." My view from the start has been that the intelligence did not support the Administration's contention that Iraq posed an imminent threat to the United States, and I have consistently and forcefully opposed the war.

Sadly, each passing day confirms that it was a grotesque mistake for the President to put our troops in a situation where those sacrifices were necessary. The level of their sacrifice was not matched by the level of the Administration's planning, which could have saved lives.

The Administration's failures have increased the risks borne by American troops and costs borne by the American taxpayer. Sending troops into combat without the necessary protective equipment, such as body and vehicle armor, increased casualties; disbanding the Iraqi army allowed the insurgency to flourish and made Iraq what it was not before the invasion — a magnet for terrorists; underes-

timating the prewar condition of Iraq's infrastructure complicated efforts to restore basic levels of service in heavily populated areas; and ignoring the reservations of our allies before the war did not encourage them to be generous in helping to sustain the effort once Saddam Hussein was removed.

This unnecessary war of choice has cost the lives of more than 1,600 of our troops, and brought lasting wounds to thousands more. Coalition partners have suffered great losses as well, and thousands of Iraqi civilians have been killed and injured. Since the war began more than two years ago, Congress has appropriated nearly \$200 billion for the war in Iraq. Americans have a right to ask: "Is there an end in sight?" What I saw and heard during my recent trip to the Middle East did not inspire confidence.

Regional leaders with whom I met were critical of the pace and the intensity of the effort to train Iraqi security forces. The Bush Administration has set no goal for how many more such units are needed, or when they will be ready. Leaders of the transitional Iraqi government appear satisfied to have American forces handle the majority of the security functions and have little incentive to plan for a substantial U.S. withdrawal, at least in the near term.

The American people, who have been asked to contribute treasure and lives toward Iraq's future, deserve a real plan. For more than a year, Democrats have been urging the

how do you know when it will be done? Once 3-1-1 is operational, you will be able monitor the progress of your request on-line, or by calling 3-1-1 again, to determine how well the city is meeting your needs.

Data and information from the 3-1-1 call center will provide all of us with a unique opportunity to truly understand the ability of city government to do its job. How fast are departments responding to requests? Do we have enough resources to meet them? We have never been able to accurately measure this on a day-to-day basis before. Tracking requests for service needs of citizens is a powerful way to make sure we are running the city well. Information from 3-1-1 will also be a very important part of our SF Stat performance management program which will allow me to see what departments are meeting customer service goals.

We have seen 3-1-1 transform other cities like Chicago, New York, Baltimore and Houston. Citizens are more satisfied with government services and the cities have been able to improve processes and find

efficiencies. 3-1-1 has also become an important public safety tool, working along side other agencies like 911 to provide critical information during times of crisis. More importantly, our 911 operators estimate that almost half of their calls are non-emergency in nature. 3-1-1 will divert those non-emergency calls from our 911 so they can focus on true emergencies.

We are starting to build the 3-1-1 call center now and we should launch the service next summer. The city is facing another difficult budget cycle, but it is more important than ever to invest in projects that will have such significant long term benefits, especially in customer service and accountability. We've committed to bringing this transformation to San Francisco city government. San Francisco citizens, businesses and visitors deserve the very best in customer service. Please contact members of the Board of Supervisors to voice your support of this project. For more information about the 3-1-1 project, visit www.sfgov.org/sf311 or e-mail sf311@sfgov.org.

President to make a sustained commitment for a strategy for success, so that Iraq will be stable and secure.

Such a plan must include:
*Enhanced training programs for Iraqi security forces, so they focus on the quality of personnel trained, not just the quantity.

*Accelerated reconstruction in Iraq. Congress has appropriated billions of dollars for reconstruction that have not been spent. Infrastructure improvements must be made if Iraq's economic future is to be secured. Unemployment rates in Iraq remain far too high.

*Intensified regional diplomatic efforts to heal the strife on which the insurgency thrives. One of the greatest challenges to government-

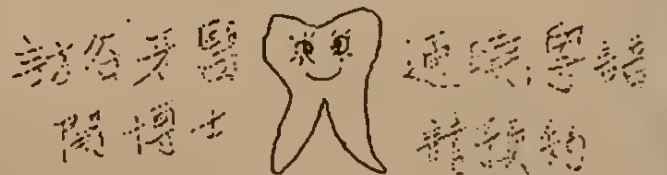
tal stability in Iraq is factional strife.

Other countries in the region have greater influence with Iraq's Kurdish, Shiite and Sunni communities than does the United States. The more that influence is brought to bear diplomatically, the greater the chance to remove some of the insurgency's fuel, which would lessen the burden for U.S. troops and Iraqi security forces.

The Bush Administration must address these needs immediately, employing Iraqis, so that Iraqis see clearly the role they can have in building a better future for themselves. These steps must also be taken quickly so that Americans know an end is in sight and our courageous troops can come home.

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Consumers Beware of Work-at-Home and Other Schemes

by CA Attorney General Bill Lockyer

Consumers should be wary of television, radio or newspaper advertisements that promote "business opportunities" that appear too good to be true. Fast cash. Minimal work. No risk. Be your own boss.

Many of these promises are false, and victims can lose their life savings.

My office recently participated in a major state-federal crackdown on unscrupulous marketers of work-at-home scams and "business opportunity" plans. Our investigations resulted in criminal and civil enforcement actions against more than 200 operations that victimized tens of thousands of consumers. Consumers involved in these scams lost more than \$100 million.

Fraud is most often associated with vending machine, display rack, pay phone, medical billing, work-at-home and some Internet-related business opportunities. It has also been found with envelope stuffing and surplus goods sales.

The people behind these schemes are not really interested in helping you run a successful business. They want your money.

They misled you about the opportunity's earnings potential and promote a scheme that has little chance of succeeding — for example, a business with little or no market. They may ruin your chances of success by providing

low quality or outdated merchandise and poor quality equipment, such as defective pay phones and vending machines, and locations that get little foot traffic, like out-of-the-way snack shops, stores in deserted strip malls and rural gas stations.

Before investing in a work-at-home business opportunity, you should consider the following tips:

*Obtain all necessary information about the program before signing a contract.

*Obtain pre-investment information in writing, including the number and percentage of previous purchasers who achieved the promised earnings.

*Check to see if a franchise seller is registered, as required by California law, with the California Department of Corporations by calling 1-866-275-2677, or if the seller of other business opportunities is on file with the Attorney General's Office by calling 1-900-952-5225.

*Make sure that the promoter provides the disclosure documents required by law.

*Interview current investors in person, preferably where the business operates, to reduce your risk of being misled by people hired to give favorable testimonies and to get a better sense of how the business works.

*Obtain professional advice. Spending a few hundred dollars to

talk to a lawyer, accountant or other expert is a wise move, especially when a life's savings is on the line.

*Check out the company with your local consumer protection agency and the Better Business Bureau, but be aware that the absence of complaints doesn't necessarily mean the company is legitimate. Unscrupulous companies may settle complaints, change their names or move to avoid detection.

For additional information on how to spot and avoid business opportunity scams, visit the California Department of Corporation's web site at www.corp.ca.gov/srd/franchise.htm and the Federal Trade Commission's web site at www.ftc.gov/bizopp.

If you have spent money and time on a work-at-home program that you now believe to be illegitimate and you can't resolve the dispute with the company, file a complaint with the Public Inquiry Unit of the Attorney General's Office by writing to P.O. Box 944255, Sacramento, CA 94244-2550, or by visiting the Attorney General's web site at www.ag.ca.gov/consumers/mailform.htm.

No investment is risk-free. However, a bit of background work can lay the foundation for a solid opportunity or steer you clear of a shaky one.

Important Lesson from Other Countries

by David Salisbury

Debates about how to reform American education seldom consider the experiences of other nations. In the United States, the federal government is trying to force reform on schools through the No Child Left Behind Act. States and teachers unions are in open revolt against the act's requirements.

Utah recently passed a law that would place state law above federal guidelines. Meanwhile, many countries have moved ahead of the United States by rejecting the top-down approach to education. Quite a few of these nations are producing promising results.

In the Netherlands, nearly 76 percent of school-age children attend private schools with state money going to the chosen school. Sweden and Denmark also have liberal school choice policies with school funding following children whose parents choose private schools. In all three countries, student performance is higher than in the United States, where 15-year-olds scored twenty-first on mathematics literacy and twelfth in science, according to international performance audits.

School choice also exists in Chile, where 46 percent of students enroll in private schools. Even some former communist countries such as Hungary and the Czech Republic allow parents to pay for private schools with public funds.

Whenever school choice programs are proposed in the United States, they face fierce opposition from critics who claim that school choice benefits mostly wealthy parents, drains money from the public system, and segregates students into racial or economic groups.

But the experiences of countries that have experimented with school choice indicate that these claims are unfounded. In most cases, the main beneficiaries have been poor families living in inner cities. In Hungary, where vouchers were introduced after the fall of communism, most new

private schools have emerged in poor inner-city or rural areas, where access to good public schools is most limited.

Although private schools receive public funds on a per-child basis, they typically cost less than what the government pays to educate children in the public system. When more children choose private schools, public schools actually have more money to spend on students.

In Alberta, Canada, where children can attend either a private or public school, public schools have improved the quality and diversity of their programs. They have also focused more attention on parental satisfaction and academic outcomes. As a result, Alberta public schools continue to attract the bulk of local students.

Rather than segregate students into racial, educational, or economic groups, school choice seems to do just the opposite.

In Sweden, the share of immigrant students from poor families has increased in the popular inner-city schools that were once predominately upper class. In addition, students with special needs take advantage of school choice on an equal basis with regular students. Many regular independent schools in Sweden educate special needs children, and surveys show that parents like the private schools better. The Swedish system of school choice has led to an impressive expansion of independent schools, resulting in a wider variety of school types and educational programs than had existed previously.

Scholars who have studied the various types of educational systems in Europe conclude that students seem to perform better in countries where more schools are privately managed and where a larger share of the enrollment is in such schools.

Americans should learn from these examples study evidence before accepting claims that school choice doesn't help poor families, creates segregation, or harms public schools. The experiences of other countries show that choice has beneficial effects all around, especially if public schools are given increased autonomy and flexibility.

David Salisbury is director of the Center for Educational Freedom at the Cato Institute.

Partnership to Strengthen Neighborhood Business Districts

From Page 1

The Excelsior and Visitation Valley will receive assistance in implementing comprehensive commercial corridor plans while Third Street in the Bayview, San Bruno Avenue in the Portola neighborhood, and Ocean Avenue in the OMI (Ocean-Merced-Ingelside) neighborhood will all receive assistance in developing a comprehensive strategy and beginning implementation.

The targeted neighborhoods will benefit from coordinated services from several city agencies. For example, some of the neighborhoods will receive priority for façade improvement grants through SF Shines, a program of the Mayor's Office of Community Development as well as support from the Mayor's office of Economic and Workforce Development in working with property owners, developers and retailers to fill vacant retail properties.

Some of the targeted neighborhoods will also receive help in forming community benefit districts (CBD). Similar to a Business Improvement District, a CBD is formed when property owners in a proposed district voluntarily agree to a special assessment in addition to their regular property taxes, in order to finance capital improvements and services over and above those

already provided by the City.

"Because the City, LISC and other funders are working together to support these neighborhoods, we are not only using existing resources more effectively but we hope to engage more local corporate and philanthropic institutions in helping our neighborhoods", said Stephanie Forbes, Director of LISC's Bay Area program.

"With this partnership, we now have the infrastructure for a new era of neighborhood change based upon residents and merchants working together on the ground, and the local funders and the City working together to support their visions. We can't afford to work separately anymore."

Brad Paul, Senior Program Officer for Strengthening Neighborhoods with the Evelyn & Walter Haas, Jr. Fund, is a strong supporter of the

initiative, "Neighborhood commercial districts are truly the "marketplaces" of our city. They are where local residents gather to shop, talk and feel connected to their neighbors. The Neighborhood Marketplace Initiative will give residents, merchants and neighborhood organizations a real way to help direct change and create the types of local business districts they want."

The Mayor's announcement was made at the opening session of a conference bringing together more than 400 neighborhood revitalization practitioners from around the country. Urban Forum 2005, the third such conference hosted by LISC's Center for Commercial Revitalization, will include several workshops and presentations, with a special focus on successful efforts to help communities revitalize commercial corridors.

Recent Legislation by Supervisor Maxwell

Following is legislation recently introduced at City Hall by Supervisor Sophie Maxwell:

*An ordinance to create a Food Security Task Force. The Task Force will be charged with creating a strategic plan addressing hunger, enhancing food security, and increasing participation in federally and other funded programs. According to the Board of Supervisors Budget Analyst, the City is losing over \$750,000,000 each year due to under-utilization of these federally funded programs.

*Letter of inquiry to the Department of Parking and Traffic to request for a traffic study at the intersection of Sawyer Street and Visitation Avenue.

Legislation Approved

On May 10, the Board of Supervisors unanimously approved Supervisor Maxwell's legislation to establish mental health services for San Franciscans exposed to gun and gang violence and for youth in the juvenile justice system as city priorities for Mental Health Services Act funding,



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The Sensible Environmentalist

Wood vs. Bamboo Flooring

by Dr. Patrick Moore

Q: Which is environmentally friendlier, wood or bamboo flooring?

I believe strongly in using renewable materials and energy where possible and, from this point of view, wood and bamboo are both good for the environment. Although bamboo has been getting a lot of positive attention, wood is actually the better choice.

A member of the grass family, bamboo is popular largely because of its short growing cycle: it renews itself in less than 10 years without the need for planting. There's no getting around the fact, however, that it grows in monoc-

ulture plantations, which provide few of the environmental benefits of a growing forest. Why cultivate vast areas of bamboo when even the most basic pine plantation has more biodiversity, provides habitat for more species of wildlife, contributes to soil and water quality and absorbs large amounts of carbon dioxide?

Most of the bamboo used for flooring is grown in China and manufactured in Vietnam. There's some concern over lax or non-existent environmental regulations in these countries, as well as worker safety. In many cases, bamboo flooring is also made using formaldehyde-based glues, which release formaldehyde when exposed to heat and humidity.

Using wood, on the other hand, creates demand in the marketplace and gives countries around the world an incentive to plant more trees and maintain forested areas.

Wood products are recyclable, biodegradable and energy efficient with many companies using wood waste to generate the energy. Yes, wood has a long growing cycle. That isn't a bad thing. We want forests at different stages of growth across the landscape. Some people place greater value on old forests because of their beauty. Beauty is subjective and, while old forests do indeed provide habitat for many species of wildlife, other species actually prefer newly regenerating stands.

As a sensible environmentalist, I believe that bamboo and wood flooring are both preferable to flooring made with non-renewable materials but that wood is the environmentally friendlier choice.

Dr. Patrick Moore has been a leader of the environmental movement for more than 30 years. A co-founder of Greenpeace, he holds a PhD in ecology and a BSc in forest biology. Questions can be sent to Patrick@SensibleEnvironmentalist.com. NAPS

Book Reviews

Laughter on the Links

There are over 17,000 golf courses in the United States, and each has a story.

A new book highlights a number of them in cartoon form, covering such classic golf topics as the pursuit of the perfect shot and losing golf balls to the drink.

The publication from the Chicken Soup creators, called *Chicken Soup for the Soul: Cartoons for Golfers* (\$9.95, HCI), features 100 cartoons from syndicated cartoonist John McPherson.

The jokes put a personal spin on the game of golf and convey the challenges and memories created on the links.

The National Golf Foundation estimates that nearly 550 million rounds of golf are played in America annually.

The Everyday Lessons That Make Up Your Life

The truth can be so simple that it is easy to overlook when life lessons are everywhere and take place every day.

That's the message found in an interesting new book, *Everyday Lessons: Understanding the Events, Interactions and Attitudes That Make Up Your Life* (Integrated Concepts Publishing, \$15.95).

The book's authors explore seven universal truths and show how you can find out more about these truths with the use of seven tools: a day of the week, a color, a number, a musical note, a prayer, an affirmation and a chakra meditation. These universal truths are not specific to any religion or spiritual agenda.

These truths have been presented throughout time under different names, in different religions and belief systems. They represent the universal characteristics of the collective unconscious and help people assume a collective goal to practice unconditional love.

No matter what happens in a life, good or bad, the purpose of that life, say the book's authors, is to learn life lessons. Practices in the book are designed to encourage readers to ask, "What can I learn from this?" Each chapter provides tools to help identify and evaluate lessons learned and taught.

The seven universal truths are free will, karma, purity, love, truth, faith and hope. If you embrace their essence, the authors say, your life will flow along, with resistance occurring only to keep you challenged, interested and evolving.

Sometimes a lesson is not learned in one life and needs to be explored in a subsequent one. Each chapter of the book also contains stories of those who have experienced hypnotic regressions to previous lives and how they recognized, evaluated and processed life lessons in their many forms. These can serve as examples.

According to the authors, the universal truths have always existed and now they are taught in a way that makes it easier to garner the knowledge they have to give. Understanding each truth can help people better cope with the events, relationships and attitudes that make up their individual lives.

NAPS

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Mayor Asserts Commitment to Neighborhood Parks in Budget

Mayor Gavin Newsom recently announced an historic investment in San Francisco's neighborhood parks and a long-term plan to green the city's streetscapes.

An almost \$35 million investment in neighborhood parks and streetscapes represents a combination of one-time general fund monies, federal funds and dedicated Recreation and Parks Department resources like the Open Space and Downtown Park Funds.

The announcement provided insight into the Mayor's budget due to the Board of Supervisors by June 1. Despite facing the second consecutive budget shortfall of his two-year term, it clearly reaffirmed the Mayor's pledge to protect the basic services that ordinary San Franciscans rely upon while improving overall quality of life.

"Despite facing another significant deficit, we remain steadfast in our commitment to strengthening and improving the resources and services that make San Francisco a livable city," said Mayor Newsom.

Recand Park's \$13,185,000 general fund overall capital program includes, \$3.8 million to meet annual ongoing facilities maintenance needs of the department; \$8.3 million to fund construction on 10 neighborhood parks; \$1 million for renova-

tions of playing fields; \$100,000 for the completion for an alternative fueling station in Golden Gate Park; and \$50,000 for general signage replacement.

The mayor's Greenways Initiative includes \$14 million that will emphasize greening in addition to other streetscape improvements in San Francisco's neighborhoods and commercial corridors over the next two fiscal years. The Greenways budget is a combination of \$5 million in general fund and \$9 million in federal appropriations.

Newsom also announced that the city will invest \$245,000 in new innovative technology to improve customer service, enhance efficiency and increase revenue collection at Rec & Park. The department will purchase a software system that allows users to make on-line reservations for services ranging from picnic table rentals to Tiny Tots classes. This system will facilitate tracking of program usage, client data and demographics.

In addition, it will enable the department to begin to limit the use of cash throughout the recreation system. Starting with the swimming pools, the department will issue membership cards with barcodes, allowing the public to pay for swims with the swipe of a card.

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Micro-Minute

by Mrs. Food

There are a few items that absolutely shouldn't be used for microwave cooking or reheating, including:

*Fast-food cartons with metal handles, metal twist ties, and aluminum pans. Metal may cause sparking.

*Melamine dishes. These are not recommended for use in the microwave oven because they absorb the microwave energy, making them extremely hot.

*Thermometers. If you want to use a food thermometer, first make sure it is approved for microwave use. Conventional oven thermometers will get very hot and cause sparking.

If you still don't know if something can be used in the microwave, here's a test that the researchers at Panasonic use to determine if a container is suitable: Fill a microwave-safe cup with cool water and place it in the microwave oven alongside the empty container to be tested; heat one minute on high.

Budget Would Allocate \$136 Million to Housing and Homeless

Mayor Gavin Newsom on May 25 rolled out the housing and homeless portion of the FY 2005-2006 budget. Reaffirming his priority to end chronic homelessness, the Proposed Budget directs approximately \$136 million to housing and services for the homeless, approximately 60 percent for services and 40 percent for housing.

The Proposed Budget also dedicates significant resources to developing housing of all types, representing a balanced investment approach to the City's critical and diverse housing needs.

Consistent with the City's new Housing First policy and the Ten Year Plan to Abolish Chronic Homelessness, the Mayor's Proposed Budget directs \$51.7 million for the creation of permanent supportive housing for the homeless as well as an unprecedented \$112.4 million investment in housing of all types, including low cost rentals for seniors, families, disabled and affordable home ownership.

The Mayor cited the success of the Housing First model as the impetus for this historic investment in permanent supportive housing saying, "Some 95 percent of San Franciscans that we have provided a permanent home for, remain housed today. Housing First isn't just an idea – it's a working policy. This budget makes clear our priority to provide a real solution to the crisis of homelessness."

Across the two city departments with the greatest responsibility for serving the homeless – Human Services and Public Health – total General Fund resources for homeless programs increase by \$3 million.

The Care Not Cash budget, which redirects dollars from cash grants to fund housing and services for homeless recipients of general assistance, increases by an additional \$4 million.

The Department of Human Services (DHS) will bring 623 new supportive housing units under lease

June Events at Visitation Valley Branch Library

Following are events in June at the Visitation Valley Branch Library, 45 Leland Ave. (at Desmond Street):

*June 8, Wednesday: Teen Summer Reading Program Kickoff from 4:30 to 6 p.m. featuring a combination of hip hop, open mic and poetry.

*June 14, Tuesday: The Fratello Marionettes present Vaudeville Follies for ages 3 and older at 10:30 a.m..

*June 28, Tuesday: Carl Winters, the Kalimba King for ages 5 and older at 1 p.m.

If the container is microwave oven-safe (transparent to microwave energy), the empty container should remain comfortably cool and the water should be hot. If the container is hot, it has absorbed some of the microwave energy and should not be used. This test cannot be used for plastic containers.

So, you see, using the right tool – in this case, dish, can make all the difference in the world to your end results. And those end results are microwaved meals that make you say... "Ooh, it's so good!"

Chicken Parmigiana Bake

(6 servings) "Not only is this microwave meal quick, easy, and tasty, it's made using only one dish!"

1 jar (26 ounces) spaghetti sauce; 1 pound frozen chicken nuggets; 1 package (10 ounces) frozen chopped; spinach, thawed and squeezed dry; 1 cup (4 ounces) shredded mozzarella cheese.

1. Spread half of the spaghetti sauce over the bottom of a microwave-safe 9" x 13" baking dish. Layer the nuggets evenly over the sauce then sprinkle with the spinach. Pour the remaining spaghetti sauce over the spinach.

2. Microwave at 90 percent

power for 4 minutes. Sprinkle with the cheese and microwave for 2 minutes, or until heated through and the cheese is melted.

Great Go-Along: All you need to make this a complete meal is a big garden salad and a loaf of hot, crusty Italian bread.

Summer Veggies

(6 servings) "The last thing we want to do during the summer months is heat up our kitchens. This onedish recipe cooked in the microwave is a tasty alternative to using our ovens!"

3 medium tomatoes, cut into small chunks; 3 medium yellow squash, cut into ½-inch; chunks

2 medium zucchini, cut into ½-inch chunks; 3 garlic cloves, minced; 2 tablespoons chopped fresh basil; 2 tablespoons olive oil; 2 teaspoons sugar; 1 teaspoon dried thyme; 1-½ teaspoons salt; ½ teaspoon black pepper

1. In a large bowl, combine all the ingredients; toss until the vegetables are well coated then pour into a microwave-safe 9" x 13" baking dish.

2. Cover and microwave at 90 percent power for 15 minutes, stirring halfway through the cooking time.

outreach teams.

*The FY 2005-06 budget covers the annualized cost of these three hotels and provides funding at DHS to lease 351 additional units through the Care Not Cash Program.

Getting the Best Vehicle Mileage

The Federal Trade Commission, in cooperation with the American Automobile Association (AAA), reminds consumers that there are things they can do to keep the cost of gasoline from busting budgets.

"We all want to get the most out of our gasoline purchases," said Lydia Parnes, Director of the FTC's Bureau of Consumer Protection.

The new Consumer Alert, *Good, Better, Best: How to Improve Gas Mileage* reminds drivers that staying within posted speed limits and avoiding aggressive driving can actually improve gas mileage.

According to the FTC and AAA, consumers can use fuel efficiently if they keep the following tips in mind:

*Drive more efficiently – stay within post speed limits; stop aggressive driving; and avoid unnecessary idling. (Gas mileage decreases rapidly at speeds above 60 miles per hour. When driving in town, consumers can improve their gas mileage up to five percent if they avoid "jackrabbit" starts and stops.) Combine errands; use overdrive gears and cruise controls when appropriate; and remove excess weight from the trunk – an extra 100 pounds can reduce a typical car's fuel economy by up to two percent. Avoid packing items on top of your car – a loaded roof rack or carrier creates wind resistance and can decrease fuel economy by five percent.

*Maintain your car – keep the

engine tuned, tires properly inflated and aligned, change the oil on schedule, and check and replace air filters regularly. Replacing clogged filters can increase gas mileage up to 10 percent.

*Use the proper octane level – for most cars, the recommended gasoline is regular octane. Using a higher-octane gas than the manufacturer recommends offers no benefit.

*Check out claims about "gas saving" gadgets – be skeptical of claims for devices that will "boost your mileage by an extra six miles per gallon," or "improve your fuel economy up to 26 percent." Some "gas-saving" devices may actually damage a car's engine or increase exhaust emissions.

There are also alternatives that consumers may want to consider, advises the FTC and AAA:

*Alternative fuel vehicles (AFVs) operate on alternative fuels, such as methanol, ethanol, compressed natural gas, liquefied petroleum gas, electricity, and others designated by the Department of Energy. Find out how many miles a new AFV travels on a tank or supply of fuel because, gallon for gallon, some don't travel as far as gasoline-powered vehicles.

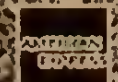
*Hybrid electric vehicles combine the benefits of gasoline engines and electric motors and can be configured to achieve different objectives, such as improved fuel economy and increased power.

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Study Finds California's Housing Affordability Worst in U.S.

SACRAMENTO - California continues to have the least-affordable housing costs in the nation, according to a study released May 24.

Steve Doyle, president of the California Building Industry Association and a San Diego homebuilder, said the latest findings from the National Association of Home Builders/Wells Fargo Housing Opportunity Index (HOI) show conclusively just how bad the housing crisis is and why state lawmakers must act this year to remove the barriers keeping construction from keeping up with demand.

"The HOI found that during the first quarter of 2005, 21 of the top 25 least-affordable metro areas were in California. In fact, nine of the 10 least-affordable areas were in California, as were 17 of the 19 unaffordable markets," Doyle said.

"How much worse does the crisis have to get before we see reforms that actually encourage housing production instead of law after law that makes building houses more difficult and more expensive?"

The HOI found that least-affordable market out of 158 metropolitan areas nationwide surveyed was Monterey County (the Salinas metropolitan statistical area), where a family earning the median income could afford only 4.3 percent of the area's homes.

Next on the list of least-affordable metro areas was Santa Barbara County (5.0 percent affordable), followed by Los Angeles County (5.2 percent), Orange County (6.0 percent) and Merced County (6.8 percent).

The most affordable region in California was Kern County, where 39 percent of the homes

were affordable for a median-income family. (A PDF table listing all California metro areas is available here.)

In comparison, the NAHB survey found that in the nation's most affordable market, Lima, Ohio, 92.3 percent of homes sold during the first quarter of 2005 were affordable to families earning the area's median income. Nationwide, 50.1 percent of homes are affordable.

CBIA Chief Economist Alan Nevin said the problem is very simple - the demand for housing in California outweighs the supply.

"California is a highly unusual state. Typically, the states are segmented into two categories: those with flat/negative population growth and those with high rates of growth and very abundant supplies of developable land," Nevin said.

"Only California has both high rates of growth and a constrained supply of developable land. For that reason, our home prices soar and we have a long-term imbalance between supply and demand in the housing market. It is time that we recognized our imbalance and do something about it."

Nevin pointed out that affordability in most California metro areas has plummeted during the past decade.

"The HOI is especially valuable in tracking affordability over the years. In the first quarter of 1996, 52.9 percent of homes in L.A. were affordable; today just 5.2 percent are. In the first quarter of 1996, 51.6 percent of the homes were affordable in the East Bay region of the Bay Area; today only 15.2 percent are.

"But the biggest sign of how bad the crisis is becoming is to look at

an area like Bakersfield, long one of the most affordable regions in the nation. Just four years ago, 73.3 percent of the homes in Kern County were considered affordable. Now it's under 40," he said.

Doyle noted that legislation proposed by CBIA to require cities and counties to identify where growth will occur in the next 20 years and zone those areas so housing can be constructed in an orderly and well-planned manner would go a long ways towards bringing supply and demand into balance, as would bills to reform laws now often abused by opponents of growth to block new homes and apartments in areas where it's been approved. He said the problem was particularly acute in existing urban areas where environmental groups argue more housing is needed.

To help educate the public and local decision-makers about the causes of and solutions to the housing crisis, CBIA recently launched the Campaign for California Homeownership. An important part of the campaign was establishing a Web site, www.cahomeownership.com, where Californians can sign a petition in support of more affordable housing as well as tell their stories of the hardships involved in trying to buy a home.

"We started the Campaign for California Homeownership so ordinary citizens could voice their frustrations with the lack of homebuying opportunity in California," Doyle said. "We hope the campaign will finally bring home to lawmakers and other decision makers that California families are tired of the onerous regulations, ever-rising fees and frivolous lawsuits that do nothing but create barriers to homeownership."

Richmond City Council calling on Cal-EPA to act more rigorously in correcting problems in the area.

Initially, the San Francisco Bay Regional Water Quality Control Board had full jurisdiction over both sites. Community mobilization late last year achieved a DTSC/Water Board split jurisdiction over the Zeneca site with the Water Board retaining full jurisdiction of the UC Field Station.

However, McLaughlin and others called for a full change in the oversight of these adjoining contamination sites to DTSC because the Water Board did not have the "expertise or experience" to handle the complex cleanup.

McLaughlin worked with Bay Area Residents for Responsible Development (BARRD), West County Toxics Coalition and the Richmond Progressive Alliance, which helped elect McLaughlin to the Richmond City Council last November.

The Top 10 Items To Have in Your Car

As a driver, you should be prepared for vehicle breakdowns or other unexpected situations.

For safety, the service specialists at Chrysler, Jeep and Dodge recommend keeping the following items in your car.

1. Disposable camera. In case of an accident, it will help you document any damage.
2. First-aid kit. It will come in handy for treating minor cuts, bumps or bites.
3. Charged cell phone. You might need to make a call if you are involved in an accident, your vehicle breaks down or you need directions.
4. Earpiece for your cell phone. This allows you to keep both hands on the steering wheel.
5. Flares. They will alert passing drivers to your presence if you are stopped on the road.

City Readies for West Nile Virus Season

Last year, 28 Californians died and 830 became ill from West Nile Virus (WNV), a serious disease spread though infected mosquitoes. Many expect this year to involve more illness in Central and Northern California, and in San Francisco, city officials are gearing up for another year of prevention action.

Working on the success of last year's *Fight the Bite* campaign that helped launch West Nile Virus awareness throughout California, local authorities have once again joined forces to educate the public about West Nile Virus and its prevention. The San Francisco Public Utilities Commission (SFPUC), SF Environment, Department of Public Health, Department of Public Works and the Recreation & Park Department are focusing their efforts on keeping San Franciscans safe from mosquitoes and reminding residents to eliminate stagnant water where mosquitoes breed.

"San Franciscans will be at risk for West Nile Virus both in San Francisco and through travel during the summer and fall when mosquito activity is at its peak," observed Rajiv Bhatia, MD, Medical Director for Environmental Health at the San Francisco Department of Public Health. "We know that West Nile Virus has been identified in birds in every county in California and across the US. Even in San Francisco, there are pockets of mosquito breeding areas that pose a threat to the public. This disease is preventable and it takes all of us working together to keep ourselves and our families protected."

The San Francisco Department of Public Health is attacking WNV from both an environmental and a surveillance perspective. The Department's Environmental Health section is available to help enforce issues such as standing water and mosquito control. The

Disease Control section has already issued new laboratory forms and directives on diagnosis, testing and treatment to the City's healthcare providers and labs. City agencies have increased their monitoring of city parks, reservoirs, and public areas.

"We are once again asking San Franciscans to be vigilant about mosquito and mosquito bite prevention," said Mitch Katz, MD, Director of Public Health. "The very young, the elderly and anyone with a weakened immune system need to be particularly cautious. Like sunburn, West Nile Virus is completely preventable. A little prevention goes a long way in keeping everyone safe."

State health officials kicked off their own WNV awareness program this week, declaring April 25th West Nile Virus and Mosquito and Vector Control Week and warning Californians that the virus poses a great public health threat. Fight the Bite campaign materials have become available in seven languages and state and local city employees are busy identifying new ways to distribute WNV materials to the City's diverse populations.

Fight the Bite San Francisco campaign materials recommend the following methods to reduce the likelihood of getting bitten by an infected mosquito:

- *Eliminate all sources of standing water where mosquitoes can breed.
- *While outdoors at dawn and dusk, wear long pants and shirts.

- *Apply insect repellent to exposed skin according to label instructions

- *Report significant mosquito activity to DPH at San Francisco WNV Info Line: 415/252-3806

- *Report dead birds to the State at 1/877-WNV-BIRD.

For more information, the public can go to the following sources: www.sfm mosquito.org and www.westnile.ca.gov.

Second-Hand Computers Allowing School to Re-Open Computer Lab

In a bid to increase San Franciscans' access to adequate working computers, the city partnered with a private recycling company, Computer Recycling Center (CRC), to donate refurbished computers to schools and other public institutions. This reuse effort will also keep computers and computer monitors, which are considered hazardous waste, from going into the waste stream. The campaign, called *Access 4 All: Recycle a Computer—Connect a Community*, was launched in the Bayview and will roll out to other organizations citywide.

Access 4 All, coordinated by San Francisco's Environment Department, was launched on Apr. 25 at two schools in Bayview Hunters Point: Charles Drew Elementary School and Gloria R. Davis Middle

School, which the School District identified as needing new computers.

One of the computer laboratories at Gloria R. Davis had to be closed down because the old computers were not meeting student needs and there was no money for new computers. *Access 4 All* is helping to re-open the computer lab at Gloria R. Davis.

"*Access 4 All* is a win-win for the community," explained Mayor Gavin Newsom. "Advances in technology are rapidly increasing the market for computers and other electronic products. Meanwhile, the disposal pace is faster than we can keep up with. We need to find ways to reuse and give them another life. *Access 4 All* will open the door to second-hand items and reuse."

The campaign will replace Pentium 1s & 2s with refurbished/updated Pentium 2s & 3s. For every computer donated, CRC will take back older models for recycling and/or proper disposal.

Obsolete computers, televisions, and many other devices also known as Electronic-waste (E-waste) are becoming a huge problem in the waste-stream. Millions of tons of e-waste are ending up in the landfills. E-waste contains a variety of toxic materials including lead, copper, and other heavy metals that leach into the environment and can hurt public health. In California, the disposal of electronic waste is illegal at all landfills.

Companies like CRC are finding ways to reuse old equipment. CRC takes back old computers and refurbishes them to give to non-profit groups and organizations that cannot afford upgrades or better features. For more information: www.crc.org.

Clean-Up of Two Highly Toxic San Francisco Bay Sites

The clean-up of two highly toxic – and possibly lethal – shoreline sites on San Francisco Bay will now be supervised by the state Department of Toxic Substances Control (DTSC) after a newly-elected Green Party city councilmember in Richmond led a grassroots drive to force the state agency to take immediate action.

The sites are thought to be the source of many life-threatening cancers and other ailments to people in the area, according to doctors and local activists. Both sites are contaminated with dangerous compounds, ranging from mercury and heavy metals to pesticides, PCBs and other hazardous chemicals.

The California Environmental

Protection Agency (Cal-EPA) announced recently that it has agreed to lead the clean-up oversight at the University of California, Berkeley's Richmond Field Station and adjacent Zeneca/Cherokee-Simeon Campus Bay after demands by Richmond City Council member Gayle McLaughlin and area progressives.

"This is a wonderful victory for the many community groups and Richmond residents who mobilized to demand the proper agency oversight for cleanup of these extremely toxic sites. It is an incredible example of how a community rallying in its own interest can accomplish a better and healthier Richmond," said McLaughlin, who carried the unanimous resolution by the

Signs That Your Car Has Pothole Damage

A pothole can be your car's worst enemy. These holes or pits on a road's surface can seriously damage a vehicle's ride-control system.

If you do drive over a pothole, the Car Care Council recommends that you have your car's shocks or struts checked to make sure they aren't damaged.

Shocks and struts control how vehicles ride and handle. According to the Car Care Council, the shock absorbers, or struts as they are referred to on late-model vehicles, act as a cushion to dampen the bouncing action of a car's springs. The springs absorb the road bumps; without them, the vehicle would continually bounce and bound down the road, making driving extremely difficult.

Shocks and struts also control spring and suspension movement to keep the tires in contact with the road. This affects steering, stability and braking. A broken shock or strut could alter the steering and handling of a vehicle and create driving dangers.

It's important to be aware of the warning signs that your vehicle's shocks or struts may

need to be replaced.

- *The vehicle rolls or sways on turns.

- *The vehicle's front-end dives when braking.

- *The vehicle's rear end squats when accelerating.

- *The vehicle bounces or slides sideways on a winding, rough road.

- *The vehicle "bottoms out" or thumps on bumps.

- *The vehicle sits lower in the front or rear.

- *The vehicle is leaking or has signs of physical damage, such as rusting or dents.

- *There's a loss of directional control during sudden stops of the vehicle.

Many components affect a vehicle's handling. Having your car inspected, if you experience any of the above signs, is good preventive maintenance and can help its parts wear less and last longer.

"If you think you may have a worn out or broken shock or strut, don't wait," said Rich White, executive director of the Car Care Council. "Whether you replace it yourself or take your car to a professional service technician, this situation should be taken care of right away." *NUI*

Antiques & Collectibles

by Anita Gold

Q. We have an old Magic Chef stove that's in good condition. We do not know how old it is. We're guessing maybe it's from around the 1950s or so. I have searched the Internet and E-mailed several sites but haven't had any luck finding anything out. Do you have any suggestions? Laurie Snyder, Shellsburg, PA

A. Write the following old stove sources: Antique Gas Stoves, P.O. Box 3175, Montclair, CA 91763 or phone 909-445-0300. Richard Richardson c/o the Good Time Stove Co., P.O. Box 306, Goshen, MA 01032-0306 or phone 888-282-7506 or 413-268-3677. Or visit website: <http://www.antiquestoves.net>. When writing the above sources enclose a self-addressed stamped envelope for a reply.

Q. I inherited 20 mint condition classic symphonies. They are complete sets and enclosed in a colorful protective folder. They are vinyl records with names such as Strauss, Bach, Hayden, etc. Where can I have them appraised to get an idea of how much they are worth, and where can I possibly sell them?

A. For a copy of *How To Find Out The Value of All and Any Old Records With List of Record Buyers* send \$3 and a long self-addressed stamped envelope to Anita Gold, P.O. Box 597401, Chicago, IL 60659.

Q. With all the higher than high prices being paid for houses in this day and age, where can I find information on old houses and the pittance prices they sold for during the 1930s, 40s, and 50s? Joyce Williams, Northbrook, IL

A. A book I've been raving about that'll whisk you back into the past and let you relive those good old days when you got a heck of a lot for a heck of a little, is *The Vintage House Book - Classic American Homes - 1889-1980* by Tad Burness available in a huge 256-page edition with gorgeous color photos numbering 2,500 magnificent images that'll hold you in awe and bring back the past when a buck was a buck and you got what you paid for that, in this day and age, commands high as the sky prices for such beautiful well-built homes with outstanding features that'll bring back treasured memories that no doubt will have you sprouting tears when viewing the types of rooms and furnishings in houses you grew up in. I cried like a baby when I saw on page 140, my mother's old kitchen with the same stove, fridge, sink, and flooring. Perhaps you'll see the a model of the very house you grew up in when looking through the book that's available for \$25.99 postpaid from Krause Publications, 700 East State Street, Iola, WI 54990-0001 or phone 800-258-0929 toll free to order. You'll love this book that lets you peek into the past and become young again in memory.

Q. My daughter has a 12-piece set of china with a green leaf pattern and all the extra pieces it came with from Japan. It is marked NORITAKE - CHINA - JAPAN - 5490, and is in excellent condition never having been used. How can she find out what such a perfect and complete set is worth? Pat Miller, Orient, OH

A. Write the following Noritake dealers and matching services enclosing a complete description of the pieces including any marks or wording they have, as well as a photocopy of the front and back of a plate showing the pattern or any mark or number on the back, and enclose a self-addressed stamped envelope for a reply. R.L. Watson, The Matchers 181 Belle Meade, Memphis, TN 38117-3017. Phone 901-683-1337. Or e-mail chinalady@earthlink.net

Also write Ms. China, P.O. Box 229, Monterey, CA 93942. Phone 800-688-6807 toll free or 831-655-9984. Or email info@ms-china.com. Ms. China deals in Noritake only; prewar and newly discontinued china and offers an identification and matching

service. Or visit website: <http://www.ms-china.com>. Also write Noritake Co. Inc., 2635 Clearbrook Dr., Arlington Heights, IL 60005, or phone 800-562-1991 toll free. Or email: servicecenter@noritakechina.com.

Q. How can I find out the value of, and where can I find information on how to go about selling some collector's plates? Any addresses, or e-mail sources would be very helpful Sharon Schultz, Munster, IN

A. You'll find such information on the value of collector plates and other limited edition collectibles in the up-to-date *Price Guide to Contemporary Collectibles and Limited Editions - 9th Edition* edited by Mary L. Sieber available in a thick 912-page edition with over 400 photos, and 60,000 price listings, plus lots more for \$25 postpaid from Krause Publications, 700 E. State St., Iola, WI 54990-0001. Or phone 1-800-258-0929 toll free to order. This terrific book puts a stop to the frustration folks often feel when trying to find out the current values of such pieces (they may have invested in years ago or perhaps inherited from an elderly relative). On the other hand, the book also gives collectors the choice of starting their own limited edition collection by looking at the countless pieces pictured in the book and choosing those to collect they're most attracted to.

Q. How can my son find out the value of his Jughead and Archie comic books dating from 1982, as well as an Archie comic book dating from 1980? Barbara Le Blanc, Rialto, CA

A. Look in *Wannan's Comic Book Field Guide - Values and Identification* by John Jackson Miller and Maggie

Thompson, which lists current values for more than 20,000 of the most interesting comic books dating from 1935 through today, available in a full color, 512-page edition with 500 color photos for \$16.99 postpaid in a handy guide designed to fit into a pocket for collectors on the go, from Krause Publications, 700 E. State St., Iola, WI 54990-0001. Or phone 800-258-0929 toll free to order. Also check out Hakes current Mail/Phone/Internet Bidding online Americana & Collectibles Auction #183 which offers 2,528 sought after items one can see and bid on through April 19-21 by visiting website <http://www.hakes.com> or phone 866-404-9800 toll free for information. Hakes catalog is a joy to behold and will whisk you back in time to relive those good old days. When calling Hake identify yourself as a reader of this column. Hake is so unique and has knowledge galore regarding toys and playthings from years gone by that can be seen in his catalog and website, and I often wonder if folks suffering from memory loss will remember some of their childhood toys seen in his website or catalog, it certainly would be worth a try to show it to them. What do you think? Your invited to share your views to be printed in this column.

Q. I love animals of all types. Are there any animal collector's clubs I can join? Patricia Kendall, Green Bay, WI

A. There are many for almost any animal, bird, insect, reptile, or other creature, that crawls, creeps, jumps, swims, flies, or does whatever else nature intended it to do. Clubs, organizations, societies, associations, and collector groups, include the following to pick and choose from

depending on one's interests. For instance if one is interested in collecting frogs, write Louise Mesa c/o the *Frog Fantasies Museum & Frogs Only Gift Shop*, 151 Spring St., Eureka Springs, AR 72632, Phone 479-253-7227. E-mail: info@frogfantasies.com or jump to it and visit its website: <http://www.frogfantasies.com>. The museum has over 6,000 frogs of every description and made of every conceivable material including porcelain, majolica, wood, jade, cork, coconut shell frogs, and frogs carved from cedar roots, of woven plant fibers and even made of metal. Talking of metal, I myself have a most unusual and extremely rare frog made of black cast iron that's extremely heavy and hard to lift. It was used in an early 17th or 18th century English pub for (believe it or not) gambling. The heavy iron frog has an open, but narrow mouth, and was screwed to the top of the bar for English gamblers to toss shillings at trying to get them into the mouth which was no easy feat. Of course the tavern owner kept the shillings which missed the too-narrow mouth, and therefore the tipsy gamblers would drink more in trying to win until their pockets were empty. Then they went home to drown their troubles in drink.

Other animal collectors includes those devoted to cats, dogs, elephants, horses, pigs, penguins, mice, mules, monkeys, rabbits, reptiles, deer, and everything else from moose to mules, and of course turtles which my box turtle Schmirkala has quite a large collection of including an Allie Alligator Beanie Baby which is her favorite that she sleeps with every

VISTACION VALLEY GRAPEVINE - JUNE 2005 - 7

night using it as a pillow. Q. How can I find out the value of three bags of old American and foreign coins my mother wants to sell? Jason Phillips, Indianapolis, IN

A. An outstanding book that'll tell you what you want to know and lots more, is the 2005 *North American Coins & Prices - A Guide to U.S., Canadian and Mexican Coins - 14th Edition*, edited by David C. Harper, which contains pricing for over 45,000 North American coins in up to 11 grades of condition plus lots more that'll put you in the know as well as money in your pocket, available in a 600-page 6x9-inch edition with 1,500 black and white photos, and much more for \$21.99 postpaid from Krause Publications, 700 E. State St., Iola, WI 54990-0001. Or phone 1-800-258-0929 toll free to order. You'll love this highly educational book.

Q. Are old thermometers collectible? I have one in a wooden holder that I'm told was once used in the bathroom of an old house. James Marshall, York, PA

A. Write the world's greatest thermometer historian and authority Dick Porter, Thermometer Man P.O. Box 944, Onset, MA 02558-0944. Enclose a photo, drawing, or accurate description of the piece, and include a long self-addressed stamped envelope for a reply. Or phone Dick at the Porter Museum-Free Guinness World's Thermometer Capitol at 508-295-5504 to inquire about his fascinating yearly lectures.

Write Anita Gold, P.O. Box 597401, Chicago, IL 60659. Enclose a self-addressed stamped envelope with a copy of this column and the name of the paper in which it appears for a reply.

POSITION ANNOUNCEMENT: HOUSING DIRECTOR

Job Summary: Under the general direction of the Executive Director, the Housing Director performs a wide variety of tasks related to the creation and preservation of a broad range of affordable housing opportunities, and initiates and oversees BHNC's housing development and housing rehabilitation work. The Housing Director initiates development projects and pulls together the partnerships, funding resources and community support to make these projects a reality. Conceptualizing the strategies for building community through creating and preserving affordable housing, assessing the feasibility of these ideas and strategies, then leading the implementation of these strategies form the nucleus of the Housing Director's responsibilities. The Housing Director also staffs the Housing Committee of the BHNC board and is the lead staff person representing BHNC for housing issues. This position directly supervises two Project Managers, one Asset Manager, one Housing Rehabilitation Loan Officer and one Housing Rehabilitation Construction Manager, and coordinates closely with the Housing Accounts Manager.

The Organization: Bernal Heights Neighborhood Center (BHNC) is a member led, community based multi-service agency founded in 1978. Our mission is "to preserve and enhance the ethnic, cultural and economic diversity and well-being of the Bernal Heights community. We work to build a strong community for all, with a focus on the needs of low and moderate-income people. We do this by providing services to support and increase opportunities for seniors, youth and others most at-risk; by preserving and expanding access to affordable housing; and by building the neighborhood's power and capacity to achieve these goals. We commit to being a provider of essential services, a builder of community, and a force for organizing neighborhood change." The Housing Program contributes toward these goals by working throughout the City to provide and preserve stable and affordable homes for a broad diversity of populations. The Center has five key programs: Affordable Housing, Senior and Youth Services, Economic Development and Community Organizing.

PRIMARY RESPONSIBILITIES

- * Works strategically and creatively to create and preserve affordable housing opportunities for a broad range of people with low incomes including seniors, individual adults, families, adult youth, homeless and those with special needs.
- * Work collaboratively with the Executive Director, Management Team, Housing Committee and Housing Program staff to produce an annual work plan and execute that plan
- * Represent BHNC to the various communities in which BHNC develops affordable housing
- * Raise government and private operating funds for the Housing Program which includes ensuring an adequate flow of project activity for the Community Housing Rehabilitation Program (CHRP), a fee-for-service program
- * Secure financing resources for housing development projects
- * Directly supervise all of the staff of the Housing Program
- * Represent the Housing Program as a member of BHNC's Management Team
- * Review contracts, budgets and schedules for all housing developments and housing rehabilitation projects
- * Work with the President of the Housing Committee, Housing Program staff and the Executive Director to prepare monthly agendas for the Housing Committee meetings, and attend the monthly Housing Committee meetings
- * Prepare and/or review all program and compliance reports produced by BHNC staff for the Housing Program and our housing developments
- * Represent BHNC in the various policy groups and campaigns relating to BHNC's affordable housing work
- * Supervise the development of the Excelsior Multi-service Center
- * Provide technical assistance to all BHNC programs for real estate issues as they arise
- * Participate in BHNC community-wide efforts and events including the annual membership drive, Fiesta on the Hill street fair, and BHNC's annual Community Congress among others.

KNOWLEDGE/SKILLS REQUIRED BY THE JOB

- * Advanced experience with all aspects of nonprofit affordable housing development with a minimum of five (5) years of increasing responsibilities managing and/or overseeing the entire development process
- * Technical proficiency with construction issues
- * Thorough knowledge of public and private financial and technical resources for housing development and rehabilitation and proven ability to attract, secure and coordinate these resources
- * Experience with and interest in Asset Management for affordable housing, especially for those with special needs
- * Experience with a range of types of developments including senior housing, supportive housing, homeownership and mixed-use commercial and residential
- * Thorough knowledge of local, state and federal housing policies
- * Bachelor's Degree in Urban Planning, Public Policy, Architecture or other related fields, or work equivalent experience.
- * Excellent verbal and written communication skills.
- * Creative, self-motivated, detail-oriented, able to meet multiple simultaneous deadlines.
- * Demonstrated ability to work with management leadership in a team environment, build consensus, delegate effectively and solve problems.
- * Experience with personnel supervision and other management issues.
- * Ability to lead and work effectively within a very fast-paced, ever-changing environment and maintain a sense of humor.

Salary: Full-time exempt position, \$62,000 - \$67,000 per year DOE. BHNC offers a competitive package of benefits.

To Apply: Send resume with a cover letter to BHNC, attn Housing Director Search, 515 Cortland Avenue, S.F. CA 94110, or email to housingdirectorsearch@bhnc.org (note "Housing Director Search" in subject line). Applications MUST be received by 4:00pm June 3, 2005.

BHNC is an equal opportunity employer.

Grapevine Puzzler Rivers of South America

P R S D F G V B N J A N I L A D G A M Z
S I D F G H J K L Q E X C G H K Y R E C
Z O L C D F G H J G S W R J T S A Y S X
S D W C E R P A R A G U A Y A F R G N V
S E D F O G H O G I R T Y O D P A F I G
X L A C V M D G H V O X F D S F U E T S
A A S C D F A E R F D R F G H F A R N D
X P S D A R E Y W A A E O R T Y L U A G
D L U S D U F G O N M D F O G F A R C H
A A S T D F G F C A D A G R S D F E O G
Q T W E U R T I Y R R T Z R T E X D T V
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C S W W S C A D F P S D G F N F G E F V
S D D Q O W A Y S D U S D G D F G H L B
D G F A Q R W E O S D R U S D F G U F T
F H G W I E I L A Y A C U R U G U A Y F
D J H E S D F N S D F G F S C V C X D S
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G A D F W E R F G C X V F E W Q A S G F
M S D F D F D R Y U O S W R N G J Y H G

Amazon	Magdalena	Pilcomayo	Sao Francisco
Araguala	Negro	Purus	Tocantins
Iguaca	Orinoco	Putumayo	Ucayali
Japura	Paraguay	Rio de la Plata	Uruguay
Madeira	Parana	Rio Roosevelt	Xingu

Historic Proportions

Match clues to answers.

1905

1. Czarist troops fired on Russian workers in front of the Winter Palace on Jan. 22.
2. Steamer sank in English Channel on Nov. 19 drowning 100.
3. First flight of 30 minutes on Oct. 4.
4. Columbia University abolished this on Nov. 28.
5. U.S. government issues bonds on

As a Matter of Fact

*The first artificial limbs were developed by Ambrose Pare, a French surgeon, around 1540 AD.

*Generally speaking, 20 percent of all books in a library account for 80 percent of the library's use.

*A symphony long attributed to Mozart was actually written by Karl Friedrich Abel, a German chamber musician.

*A giraffe can go without water longer than a camel can.

*The Romans believed Cupid's arrows were tipped with diamonds, giving them unequalled magic powers.

*The first U.S. passport was issued to Francis Maria Barrere in 1796.

*Cats and dogs share a common ancestor, a tree-climbing meat-eater called *Miacis*, which lived 40 million years ago.

*In a standard deck of cards, the cardmaker's trademark will be on the Ace of Spades.

*The brier plant is also known as the tree heath or white heath. Its roots are used to make pipes.

*The largest egg farm in the world is in Ohio. It has 4.8 million hens laying 3.7 million eggs on a daily basis.

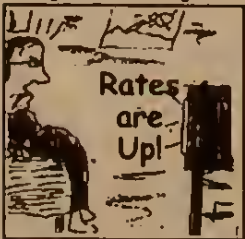
Five Years Ago In the Grapevine

JUNE 2000

*Senior Central District 7 sponsored a *Brown Bag Law Lunch* in June with an attorney sharing information on living wills and trusts at the Visitation Valley Senior Center.

*Parents and students packed the auditorium of Visitation Valley Elementary School on May 12 for multi-cultural assemblies celebrating Latino, Filipino and Samoan cultures.

Sump, the Grump



Poor Rix's Almanac

by Rix Quinn

Dear Poor Rix: What do you think about the current business climate? — Worried

Poor Rix believes that economic times are like cold sores. No matter what you do, they eventually get better.

How long does it take a chicken to hatch eggs? — Curious

A long time. But time means nothing to a chicken.

Actually, it takes about 21 days for a chick to come out of its shell...longer if it's shy.

Dear Poor Rix: Since you claim to be bookish, who invented libraries? — Librarian

Ancient Mesopotamians deserve the credit. They originally created books by marking on wet clay tablets. When these dried...instant heavy reading!

Then these smart people — with tons of texts — built libraries to house their volumes.

Unfortunately, few ancient books survive. And they don't have many pictures, because it's tough to draw with a chisel.

Poor Rix: I'm about to attend my 20-year high school reunion. Will I enjoy it? — Grad

Poor Rix has never been to a reunion, because he has no class.

But seriously, folks tell me they attend reunions for three reasons: (1) to find out what happened to their best friends, (2) to see how much older everyone else looks, and (3) to display a new figure or a new spouse.

Hey, Poor Rix, have you ever been to a fortune-teller? — Futurist

Yes. She looked into her crystal ball and said, "Your future looks cloudy." So I said, "Maybe you need some glass cleaner."

Hey, Poor Rix: School's almost out! How did these institutions begin? — Sophomore

Back in olden days — even before disposable diapers — ancient students learned from private tutors, like many politicians do now. During rest time, they learned even more by listening to wise men debate philosophical issues.

We do the same today, but we refer to these debates as "call-in talk shows."

Dear Mr. Poor Rix: What's the most beneficial product ever created? — Curious

Poor Rix guesses clothing. If

Survey Shows Majority of California Small Business Owners Pessimistic About Economy

Small Business California released the results of its first *Small Business Survey* which was distributed to more than 20,000 businesses throughout the state with less than 100 employees.

The Survey showed pessimism about the State of California's economy and a strong desire for the State to address health care and continue addressing workers compensation costs and improve the quality of education.

According to the survey, the top three issues small business owners would like the State to address are: the rising cost of health care (88 percent), continuing reform of worker's compensation (82 percent), and the quality of education (79 percent).

"Small business owners might be pessimistic about the condition of the economy but other surveys and my own interaction with business owners indicates that they are very upbeat about their own prospects," said Scott Hauge, founder of Small Business California.

Conducted during March and April, 60 percent of survey respondents 60 were based in Southern California with 40 percent in Northern California.

"The State of California is facing major issues surrounding health care, workers compensation re-

chosen correctly, it keeps us cool in the summer, warm in the winter, proper at work, comfortable at play.

Without clothing, it's hard to get respect, but easy to get arrested.

Poor Rix: Who conceived the idea of business? — Management Student

Commerce is as old as the first person who wanted to trade one thing for another.

One Neanderthal approached a neighbor, asking, "How about me trade you this fine milk cow for your cranky goat?"

The second man misunderstood ... and swapped his brother for a cow. But he also learned the tricks of the trade.

Later, the first print advertisements appeared on ancient parchment. Scientists who unearthed these scrolls found large rectangular chunks of manuscript missing. Those missing pieces were humankind's earliest "coupons."

Dear Poor Rix: How can I tell if I have termites? — New Homeowner

Termites travel in swarms — much like an energized bachelor party — and can be just as destructive.

Termites resemble ants. Poor Rix tells them apart by putting the UFO (unidentified flying organism) on a piece of wood.

1. If the creature walks away, it's an ant.

2. If it flies off and leaves a hole in the wood, it's a termite.

3. If it flies away carrying the wood, it's a termite with superpowers.

Poor Rix first suspected termites when he hammered a nail into the wall, and it fell down. This not only surprised the family, but turned a bedroom into an open-air porch. Therefore, consider these preventive measures:

1. Termites love moisture, so keep water away from your foundation. If you find termites already there, do not teach them to water ski.

2. If you keep firewood in your yard, don't store it near the house. Termites flock to it, and stage an eating frenzy they call "bark in the park."

3. Termites prefer inside living, and break into the house through leaky windows. Remember this slogan: "A termite indoors makes entrees from your floors."

4. A termite lays several thousand eggs a day, many more than a chicken. However, you can cook hen eggs, and a chicken won't eat

your house.

S. If you find a suspicious flying bug, look him up in an insect guide. If he eats the page while you're reading it, he'll make a lousy pet.

Dear Poor Rix: Can you explain why all presidents had a full head of hair? Ronald Reagan never even got gray. Will we ever have a bald president? — Violet

Yes, Violet, the last five Presidents have had lots of hair. Perhaps that's why they're called "heads of state."

And maybe someday we'll nominate a bald candidate, especially if his intellect shines in the primaries.

Poor Rix: Our family will soon take a summer trip. Where did the idea of vacations come from? — Car Traveler

The word comes from two roots: "vacate," which means to leave, and "shun," which means avoid. Therefore vacation means, "to shun the comfort of your town for a rustic motel near coyotes."

Cash-heavy vacationers — also called "walking wallets" — prepare for the excursion by selecting a locale. Popular destinations include (1) state parks, (2) large cities with names jealous neighbors will recognize, and (3) historic sites like museums or dinosaur tracks. (Have you ever seen dinosaurs race? Did they have jockeys?)

Next, ask yourself about accommodations. Do you want (1) a room with nearby swimming pool, (2) a room with kitchenette, (3) a room with a flush toilet?

Poor Rix — who's been to more motels than that guy who sells little complimentary soap bars — offers these thoughts:

1. Select appropriate clothing. Swimwear may be OK for the beach, but rarely at a dude ranch, unless you are a supermodel.

2. Don't forget money, travelers' checks, or credit cards. Whoever said, "the best things in life are free" never tried to buy a fancy souvenir with an expired credit card.

3. Take lots of video. You'll enjoy watching it. And you can show it to visitors when you want them to leave.

Poor Rix offers bad answers to good questions. E-mail him at rixquinn@charter.net.

Grapevine Want Ads

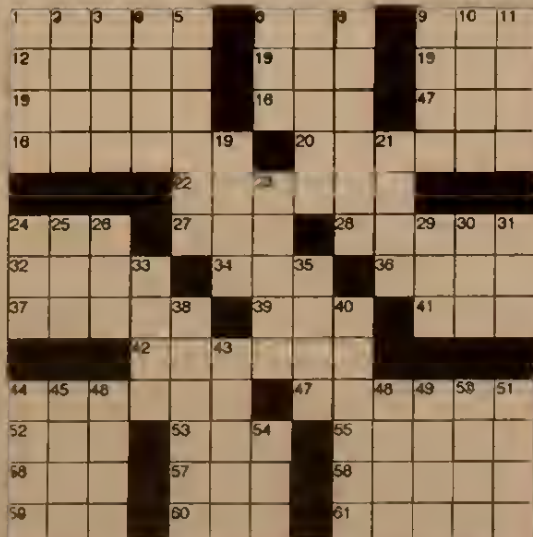
VOLUNTEERS WANTED for WVCC After School Program to tutor children ages 5-14 at one of our 11 sites in the Visitation Valley area. Interested persons contact Dee Smith, WVCC After School coordinator. (415) 585-2059.

GRAPEVINE DISPLAY ADVERTISING: new limited-time rates: Full Page: \$60; 1/2 Page: \$33.75; 1/4 Page: \$18.75; 1/8 Page: \$10; 1/12 Page: \$8; 1/16 Page: \$6. Generous discount for three or more insertions. Call (415) 467-9300 for more details. **Want Ads:** 20 words for \$1. Extra line 50 cents. Ad and payment should be received by 15th of prior month at Visitation Valley Grapevine, 50 Raymond Ave., San Francisco, CA 94134.

Crossword Puzzle

Solution on Page 11

ACROSS
1 Calyx lead
6 Arabic letter
9 Vigor
12 Dodge
13 Presidential nickname
14 Amateur Boxing Assn. (abbr.)
15 Gr. Poetic toot
16 Physician
17 Fellow
18 Boll
20 5th incarnation of Vishnu
22 Ancient ascetic
24 Sheep's cry
27 Indian ground salt
28 Guided missile
32 Cuckoo point
34 Brythonic sea god
36 Eelworm
37 Handwriting on the wall
39 Pasture
41 First-rate
42 Luncheon
44 Gum
47 Layers
52 Narrower than AA
53 Computer generated imagery (abbr.)
55 Opponent
56 Scot. alder tree
57 This one (Lat.)
58 Rate of interest (Lat.)
59 Light-emitting diode (abbr.)



60 Thus (Lat.)
61 Middle
DOWN
1 Six (Sp.)
2 Revelry cry
3 Stamp-sheet segment
4 Mine entrance
5 Satiy
6 Page
7 Over
8 Pour off gently
9 Site of Second Punic War's end

10 Dayak people
11 Spotted cavy
19 Ass or donkey (Ger.)
21 Chin. Flour
23 Ledge
24 Floor covering
25 One hundred square meters
26 Bird
29 Hyson
30 Television channel
31 No (Scott.)
33 Change (pref.)

35 Muslim ship's captain
38 Nut
40 Sinus cavity
43 Bundle of twigs
44 Semitic deity
45 Berna's river
46 Territory
48 Increase
49 Grandfather (Lat.)
50 Body of water
51 Wings
54 Amazon tributary

Visitacion Valley
Police Report

by Ingleside Captain Paul Chignell
Police Cases

*On Apr. 22 at 10:12 p.m., officers were in the process of dispersing a large crowd on the first block of Blythdale. They then saw a wanted suspect running from them into the publichousing. Theygave chaseand capturedthe suspect. The suspect, whoresidesonthe200blockofHahn Street, was booked for a no bail narcotics warrant.

*On Apr. 23 at 10:30 p.m., officers went to the 300 block of Wilde on a neighbor dispute. They contacted a suspect who had a warrant for his arrest for driving with a suspended license and other offenses.

*On Apr. 25 at 11:25 a.m., officers went to the 3500 block of San Bruno on a domestic violence case where an ex-boyfriend had previously beaten his girlfriend and then called and threatened to do it again and tear up her house if she called the police. The officers located the suspect at SFO where he worked and booked him on numerous charges. At 5:30 p.m., officers Matt went to the Bank of America on the first block of Leland on a fraud in progress. They arrested a resident of the 1300 block of Sunnysdale for check fraud.

*On Apr. 26 at 8:20 a.m., an officer was on the 400 block of Raymond and investigated a fight between two students. They were both cited for assault.

*On Apr. 28 at 3:20 p.m., the School Resource Officer for Visitacion Valley Middle School was advised by an assault victim that suspects were nearby. The officer went to Arleta and located the main suspect who had beaten the student. The juvenile suspect was arrested for felony assault. At 8:30 p.m., a victim had her car stolen by a suspect whom she knew by a first name. She was contacted by the suspect who was willing to return the car in exchange for a cell phone. A police sergeant assembled a team of officers and located the vehicle with the suspect standing nearby talking on a cell phone. The officers identified the suspect by yelling his first name and he attempted to throw away the keys to the stolen vehicle. The suspect, who lives on the 2400 block of Bayshore, was arrested for auto theft, extortion and a misdemeanor warrant.

*On Apr. 29 at 1:30 p.m., an officer stopped a vehicle at Sunnysdale and Rutland for a stop sign violation. The driver, who lives on Garrison, was driving with no license issued. She was cited and her vehicle towed. At 6 p.m., officers spotted a stolen vehicle with two occupants on the 500 block of Leland. When they determined that the vehicle was confirmed stolen it had left the area. The officers searched and found the vehicle nearby and arrested both suspects without incident. One was charged with auto theft, a parole violation, receiving stolen property, driving with a suspended license and no insurance. The second was charged with possession of marijuana. At 6:12 p.m., officers responded to 6 Leland, the Bank of America, on a fraud in progress involving a stolen check. The officers captured the suspect, who lives on the first block of Brookdale and charged her with two felonies.

*On Apr. 30 at 2:24 a.m., officers observed a suspect who lives on the 1000 block of Alemany standing at Sunnysdale and Santos. They knew the suspect was wanted and arrested him for a warrant for reckless driving.

*On May 1 at 12:46 p.m., three victims were outside talking on Oxford between Wayland and Bacon. A white vehicle with two suspects came up to them and one suspect got out, displayed a .45 automatic and proceeded to rob the victims of currency, chains, earrings and other property. The victims obtained the license number of the

suspects. Bayview officers spotted the vehicle and then lost the vehicle but found it again at the Shoreline Apartment Complex. A suspect who lives on Watchman Way was arrested as he was running from the scene. The officers impounded the suspect vehicle and found the gun used in the crime inside that vehicle. The suspect was charged with three counts of armed robbery and other crimes. This was an outstanding arrest and good teamwork with the Bayview officers. At 7:45 p.m., officers were on patrol at Leland Avenue when a vehicle came right up to them with two adults and children inside. The female occupant was visibly upset and stated that her companion had beaten her in the vehicle. The victim had obvious swelling on her right eye. The officers arrested a resident of the 1700 block of Sunnysdale on two counts of domestic violence.

*On May 3 at 2:40 p.m., various shots were fired on the 200 block of Blythdale which went into a residence. Officers located a possible weapon involved nearby. At 6:42 p.m., officers stopped a vehicle on Mansell where the driver was operating erratically. The driver, who lives on the 3900 block of Mission Street, was arrested for numerous vehicular violations and her car towed.

*On May 5 at 5 p.m., an officer stopped a vehicle at Sunnysdale and Santos for impeding the flow of traffic. The driver, who resides in Daly City, was found to be driving with a suspended license and no insurance. He was cited and his vehicle towed.

*On May 6 at 7 a.m., officers were advised of a suspect wanted for aggravated assault, sexual battery, false imprisonment and other violations. They spotted the suspect driving on Leland avenue and took him into custody. The suspect resides on Alpha.

*On May 7 at 12:35 p.m., officers were stopped by a woman stating that an unwanted guest was on the 100 block of Blythdale. The officers ran a warrant check on the subject, who lives on the 500 block of O'Farrell, and booked him for a theft warrant. At 6 p.m., officers were on patrol at Mansell and Visitacion when they observed five individuals fighting in the middle of the street with a Muni bus nearby flashing a "911" signal. The officers detained the individuals and located a BB gun that appeared to be a shotgun on one of the suspect's person. After speaking to the Muni driver and victims on the scene, the officers determined that three suspects got on the bus on Persia, went to the back of the bus and then started confronting an innocent victim for money. They then attacked the victim and the confrontation spilled out into the street. The officers arrested residents of Cameron Way, Middlepoint and Mason Street with robbery and conspiracy charges.

*On May 11 at 5 p.m., officers went to the first block of Raymond and arrested a domestic violence suspect who had pulled out a telephone, falsely imprisoned his spouse and threatened to kill her. At 8 p.m., officers went to the 100 block of Hahn to find a wanted domestic violence suspect. He was located and arrested for robbery, felony assault, domestic violence and criminal threats.

*On May 12 at 10:30 a.m., officers went to the 500 block of Argonaut on a report of a suspect on parole who lives nearby breaking into an adjoining unit and sleeping in one of the bedrooms. The officers located the suspect and booked him for burglary and violation of parole. At 12:07 p.m., officers responded to a man with a gun call on a Muni bus at San Bruno and Bacon. The bus was stopped with lights flashing "911". The officers located a suspect who lives on Gilman in the back of the bus with an air gun in his pocket. The suspect was arrested and also found to be under the influence of drugs.

*On May 13 at 6:12 p.m., officers stopped a vehicle with two occupants in the Santos and Brookdale

area knowing that the driver was unlicensed. Through an investigation the officers retrieved narcotics and found one of the suspects had a warrant for his arrest. The arrested suspects reside on Jones and Ellsworth.

*On May 14 at 12:16 p.m., officers went to the 100 block of Britton on a report of a suspicious person in a vehicle possibly selling drugs. The officers made contact with the parolee and found that she was driving with a suspended license, had no insurance and had other vehicle violations. The person, who lives on the 1500 block of Underwood, was cited and her vehicle towed. At 12:37 p.m., officers were on patrol at Sunnysdale and Garrison where they spotted a suspect wanted for a warrant on domestic violence and threats charges. The suspect, a resident of Britton Court, was arrested without incident.

*On May 16 at 11 p.m., officers went to the 100 block of Blythdale on a domestic violence suspect. The ex-boyfriend of the victim had entered the residence in violation of a restraining order and then had beaten the victim. The officers located the suspect in an upstairs room and

arrested him on three felony counts as well as a warrant for burglary from the El Cerrito Police Department. The suspect resides on Northridge Road.

Police Summaries

*Apr. 21. 10 a.m., 400 block of Raymond Ave., school assault.
*Apr. 22. 8 a.m.-3:30 p.m., first block of Peabody St., burglary/front door/appliances.
*Apr. 22. 2 p.m., Sunnysdale & Garrison Aves., numerous shots fired
*Apr. 22. 2:30 p.m., Sunnysdale Ave. & Cambridge St., on-going domestic violence case
*Apr. 22. 5 p.m., Between Teddy & Raymond Aves., suspect attempted to entice woman in car
*Apr. 22. 8:30 p.m., 2000 block of Sunnysdale Ave., burglary/window/household goods
*Apr. 22. 9 p.m., 1400 block of Sunnysdale Ave., shooting into house and car
*Apr. 23. 6:17 p.m., Britton St. & Sunnysdale Ave., probationer runs from officers.
*Apr. 23. 5:11 Campbell Ave., stolen 1993 Chrysler.
*Apr. 24. 12:06 a.m., 200 block of Argonaut Ave., stolen vehicle investigation
*Apr. 24. 1:35 a.m., Santos St. & Blythdale Ave., kidnap investigation.
*Apr. 24. 1:16 p.m., first block of Brookdale Ave., domestic violence
*Apr. 24. 11 p.m., 100 block of Raymond Ave., robbery/hit in face, money

*Apr. 24. 100 block of Blythdale Ave., restraining order violation
*Apr. 24. 1300 block of Goettingen St., medical assist.
*Apr. 24. 100 block of Leland Ave., theft.
*Apr. 24. 100 block of Blythdale ave., restraining order violation
*Apr. 24. 224 Argonaut Ave., stolen and found 1988 Toyota
*Apr. 24. 79 Alder St., stolen 1996 Dodge
*Apr. 25. 1:56 a.m., 3300 block of San Bruno Ave., domestic violence
*Apr. 25. 2:36 a.m., 1800 block of Sunnysdale Ave., domestic violence
*Apr. 25. 9 p.m., 600 block of Campbell Ave., domestic violence
*Apr. 25. first block of Blythdale Ave., malicious mischief
*Apr. 25. Rutland St. & Sunnysdale Ave., impounded vehicle
*Apr. 26. 6 p.m., 1600 block of Sunnysdale Ave., dog bite/thigh
*Apr. 26. 200 block of Teddy Ave., missing adult
*Apr. 27. 10 p.m., first block of Brookdale Ave., burglary, kitchen window, appliances.
*Apr. 27. 1500 block of Sunnysdale Ave., missing adult
*Apr. 27. 100 block of Brookdale Ave., missing adult
*Apr. 27. 4000 block of San Bruno Ave., theft from vehicle
*Apr. 27. 100 block of Rey St., found person.
*Apr. 27. 400 block of Raymond Ave., threats
*Apr. 27. 18 Delta St., found 2000 Honda
*Apr. 27. 235 Brookdale Ave., stolen 1992 Nissan.
*Apr. 27. 300 Oneida Ave., found 2001 Ford
*Apr. 28. Rutland and Raymond Ave., found 1996 Dodge.
*Apr. 30. 11:05 am 100 block of Arleta Ave., stalking/ex-boyfriend
*Apr. 30. 5:30 pm 3500 block of San Bruno Ave., burglary, rear door/DVD player
*Apr. 30. 6:20 pm 100 block of Blythdale Ave., threats, domestic violence
*May 1. 2:13 am 100 block of Garrison Ave., threats
*May 1. 9:45 am 500 block of Velasco Ave., burglary, back door/household goods.
*May 1. 1600 block of Sunnysdale Ave., found 2004 Ford.
*May 1. 1100 Mansell St., found 1991 Honda
*May 1. 541 Ward St., found 1995 Honda
*May 1. 100 block of Leland Ave., found person.
*May 1. 100 block of Peabody St., malicious mischief
*May 1. 200 block of Oneida Ave., malicious mischief
*May 1. 100 block of Blythdale Ave., threats by phone.
*May 2. 1800 block of Sunnysdale Ave., battery.
*May 2. Sunnysdale Ave. and Loehr St., missing juvenile
*May 2. First block of Brookdale Ave., battery
*May 2. 90 Oneida Ave., found 2003 Cadillac
*May 2. 3800 San Bruno Ave., stolen 1984 Toyota
*May 3. 100 block of Hahn St., domestic violence.
*May 3. first block of Britton St., annoying phone calls
*May 3. First block of Teddy Ave., theft.
*May 3. 920 Sunnysdale Ave., stolen license plate
*May 4. First block of Britton St., burglary, suspect known.
*May 4. first block of Garrison Ave., malicious mischief.
*May 4. 400 block of Raymond Ave., imitation firearm.

*May 4. Mansell and Visitacion Ave., found 1993 Honda
*May 6. 1 e.m., McLaren Park, sexual battery
*May 6. 12:43 p.m., 1000 block of Sunnysdale Ave., assault with knife
*May 6. 1:35 p.m., first block of Campbell Ave., vandalism, threats, suspect known
*May 7. 1 p.m., 1600 block of Sunnysdale Ave., burglary/front door/television, DVD
*May 7. 8 p.m., 3500 block of San Bruno Ave., burglary, front door, nail clippers
*May 8. 1:30 p.m., 1600 block of Sunnysdale Ave., arson of vehicle.
*May 8. Santos St. & Brookdale Ave., found 1986 Chevrolet.
*May 8. 422 Sunnysdale Ave., found 1999 Honda.
*May 8. 501 Leland Ave., found 1995 Chrysler.
*May 8. Hester Ave. & Bayshore Blvd., mental detention
*May 8. 400 block of Raymond Ave., disturbance
*May 8. first block of Santos St., malicious mischief
*May 8. first block of Brookdale Ave., uncooperative stab victim
*May 8. 716 Velasco Ave., found 1992 Nissan
*May 8. Wilde Ave. at Brussels St., malicious mischief
*May 8. 800 block of Rutland St., missing juvenile
*May 9. 2 p.m., first block of Alpha St., auto Burglar points gun at victims.
*May 9. 3:18 p.m., 1500 block of Felton St., trespassers.
*May 9. 800 block of Rutland St., found person.
*May 10. 9 a.m.-4:30 p.m., 900 block of Girard St., burglary/front door/no loss.
*May 10. 100 block of Britton St., found person.
*May 10. First block of Blythdale Ave., death/53-year-old male
*May 11. 7:55 e.m., McLaren Park, pepper spray attack
*May 11. 2 p.m., Brussels & Ward Sts., robbery, suspects in car took electronic device from victim's neck.
*May 11: McLaren Park, two bicycles found
*May 11: 1800 block of Sunnysdale Ave., malicious mischief.
*May 12. 2 pm 400 block of Raymond Ave., sexual battery.
*May 13. 10 pm 1600 block of Sunnysdale Ave., shots fired
*May 13. 200 block of Teddy Ave., mental detention.
*May 13. 2100 Sunnysdale Ave., found 2003 GMC
*May 14. 5:21 am., 2200 block of Bayshore Blvd., shot in leg/suspect known.
*May 14. 5 p.m. Santos St. & Velasco Ave., robbery/thrown to ground/camera
*May 14. first block of Santos St., malicious mischief.
*May 14. 100 block of Delta St., mental detention
*May 15. 400 block of Sawyer St., missing juvenile
*May 16. 200 block of Oneida Ave., battery, disrupting school.
*May 16. 300 block of Raymond Ave., battery.
*May 16. 100 block of Santos St., burglary, front window, TV and clothing.
*May 17. 100 block of Leland Ave., malicious mischief.
*May 17. 400 block of Campbell Ave., fraud.
*May 17. 100 block of Leland Ave., dispute.
*May 17. First block of Santos St., malicious mischief.
*May 18. 7:15 a.m.- 12 noon, 3500 block of San Bruno Ave., burglary, front door, money
*May 18. 1200 block of Girard St., malicious mischief

Companies Must Re-Think How They Value Customers

Companies looking to cut back on training and investment in Customer Service Call Centers will face serious financial consequences.

A groundbreaking research study, recently undertaken by *Eman Roman Direct Marketing*, has uncovered startling new insights into the world of customer service.

The goal of the study is to understand how customers' attitudes toward a company are influenced by their experience calling Customer Care Centers. The results could have a profound effect on the way American companies conduct business.

The majority of recent Customer Call Center experiences have not been positive. In fact, two thirds (66 percent) report negative or neutral experiences.

If a customer has a negative experience calling a Customer Care Center, 95 percent perceive the company negatively.

This perception can be extremely damaging to profits, as the likelihood for repeat purchasing declines by 86 percent.

Additionally, 83 percent will be unlikely to recommend the company to others.

These figures indicate that the business world needs to re-think how they value customer relationships.

"My passion is to change the way American companies treat their customers," says Eman Roman, president of *Eman Roman Direct Marketing* and the co-author of *Opt-In Marketing: Increasing Sales Exponentially with Consensual Marketing*. "By fundamentally changing how they respect and value the relationship

with customers, they will achieve a significant increase in customer loyalty and an exponential increase in revenue."

Customers have forced a change in the way they wish to be treated and successful companies will have to adapt to meet their needs.

"This puts the burden back on the marketer," says Roman. "If marketers wish to attract and keep customers, they must learn their needs and deliver value per the requirements of those individuals! This applies not only to customer's experiences with Customer Care Centers, this applies to all customer touch points."

Innovators like IBM and Hewlett-Packard have seen significant increases in response and revenue after employing Roman's Consensual Marketing Opt-In Process.

IBM and Hewlett-Packard found success by engaging customers in consensual relationships where customers are engaged in highly personalized communications based on the person's individual preferences and needs.

"Truly understanding the needs of your customers is the key to this process," says Roman. "Customers and prospects quickly see the difference when they are treated in this manner and the exponential increase in response and revenue prove it."

It is clear that there needs to be a serious change. When given the opportunity, people "opt-out" of the marketing process in droves.

As the overwhelming popularity of the *Do Not Call Registry* illustrated, people are sick and tired of being marketed to.

"The chasm between marketers

and customers has never been greater," says Roman. "Marketers need to come up with new strategies to engage an overly cynical public. The days of spray and pray marketing are ending quickly."

Developed by Roman, the Consensual Marketing Opt-In Process is designed to help companies build beneficial relationships between companies and their publics.

"They tell us what they want, when they want it, and how they want to get it," says Roman. "The customers allow themselves to be contacted with the expectation that the company will provide meaningful value in return."

The communication may come in the form of direct mail, a well-placed phone call or a highly-personalized e-newsletter.

"The Opt-In Marketing Process may change the very face of business," says Roman. "It is vital for all organizations to be familiar with its principles."

Along with IBM and HP, Roman also counts the United States Postal Service, Microsoft and Golden Rule Insurance among his clients. These principles aren't only for the big companies, though. These techniques can also be applied successfully to smaller mid-sized organizations.

By ignoring the wants and needs of their customers, American companies risk losing customer loyalty and repeat business. The burden has shifted to the marketers and the time for change is now.

"Opt-in marketing simply puts the power back in the hands of the people," says Roman. "It is time that we listened to them."

VISITACION VALLEY BUSINESS DIRECTORY

Valley free listings in the 415 area code.
Call the Grapevine at (415) 467-9300.

ANTIQUES
JIM CHINESE ANTIQUES, 144 Leland Ave., 586-1038
AUTOMOTIVE
BAYSHORE AUTO, 2260 Bayshore Blvd., 467-6130
BAYSHORE SERVICE, 2596 Bayshore Blvd., 239-5239
BROTHERS AUTO BODY, 2520 Bayshore Blvd.
CHARLIE'S GARAGE, 2560 Bayshore Blvd., 239-7450
T.W. AUTOMOTIVE, 2500 Bayshore Blvd., 585-8281
BANK
BANK OF AMERICA, 6 Leland Ave., 622-4501
BAKERS
LITTLE QUIAPO BAKE SHOP, 169 Leland Ave., 239-2253
BARBERS
DeMAY'S BARBER SHOP, 35 Leland Ave.
THE SHOP (JIB), 178 Leland Ave., 239-6709
BEAUTICIANS
BODY, SOUL & SPIRIT, 222 Leland Ave., 333-7261
MAYMAY BEAUTY SALON, 60 Leland Ave., 337-8381
MIZ RENAISSANCE, 19 Blanken Ave., 467-3399
NAILS BY JENNY, 50 Leland Ave., 333-6800
WHO'S BADD, 224 Leland Ave., 657-3156
BLIND CLEANING
SPEEDY ULTRASONIC BLIND CLEANING (commercial and residential), 1116 Girard St., 467-7506
BOARDING HOUSE
ABLE'S CASA, 850 Rutland St., 333-4664, fax 333-4693
BOOKKEEPERS
AMY ARAGON, PROFESSIONAL BOOKKEEPER, 467-8927
VERNA WALLACE E.A., 2320 Bayshore Blvd., 239-5333
CARPETS
HANSEN INTERIORS, 41 Leland Ave., 333-6382
CASKETS
CASKETORIUM, INC., 93 Leland Ave., 585-3451
CHURCHES
CHURCH OF THE VISITACION, 655 Sunnydale Ave., 239-5950
IGLESIA EL ESPIRITU SANTO, 38 Leland Ave.
KOREAN FIRST PRESBYTERIAN CHURCH, 333 Tunnel Ave., 468-1213
RIDGE VIEW UNITED METHODIST CHURCH, 590 Leland Ave., 239-5457
ST. JAMES PRESBYTERIAN CHURCH, 240 Leland Ave., 586-6381
VALLEY BAPTIST CHURCH, 305 Raymond Ave., 467-6055
VISITACION CHINESE BAPTIST CHURCH, 8 Desmond St., 333-4503
COFFEE
CANDLESTICK COFFEE, 2155 Bayshore Blvd., 467-2442
HAPPY DONUT, 2600 Bayshore Blvd., 469-5309
DAY CARE
CAROUSEL DAY CARE, 261 Hahn St., 469-5353
DENTIST
VISITACION VALLEY DENTAL OFFICE (Albert Kuan, DDS), 37 Leland Ave., 239-5500
DEVELOPERS
VISITACION VALLEY COMMUNITY DEVELOPMENT CORPORATION, 1099 Sunnydale Ave., 587-7895

ELECTRICAL
TATE ELECTRIC (Joel Tate), 467-4657
FLORISTS
IL FIORE FLOWERS, 2466 San Bruno Ave. 468-0145
GARDEN ORNAMENTS
SILVESTRI GARDEN ORNAMENTS, 2635 Bayshore Blvd., 239-5990
GROCERS
CASALOEZ PRODUCE, 58 Leland Ave., 586-4745
E-Z STOP MARKET, 2203 Geneva Ave., 585-9240
FIVE MILE MARKET, 3574 San Bruno Ave., 467-7300
K.C. MARKET, 400 Wide St., 467-3024
LA LOMA PRODUCE #2, 65 Leland Ave., 239-7520
LITTLE VILLAGE MARKET, 1450 Sunnydale Ave., 586-1815
M & M SHORTSTOP, 2145 Geneva Ave., 585-0878
PICOLO PETE, 2155 Bayshore Blvd., 468-6800
7-11, 2200 Bayshore Blvd., 468-8646
SHUN LEE MARKET, 2400 Bayshore Blvd., 586-4851
SMITTY'S MARKET, 2610 Bayshore Blvd., 239-5506
SUPER FAIR MARKET, 201 Leland Ave., 239-6856
TEDDY'S MARKET, 298 Teddy Ave.
HERBS
SAN ON HERBS, 33-A Leland Ave. 333-7469
HYPNOTHERAPY
VALERIE HABEGGER-HYPNOTHERAPY, 371 Teddy Ave., 468-5631
INSURANCE
EDIE EPPS (A.H.E. INSURANCE), 467-0236, Fax 467-0276
ROBERT LEHMAN, CLTC, CMFC, 333-0850
KITCHEN CABINETS
LEE CHANG INTERNATIONAL, INC., 25 Leland Ave., 333-2730
LAUNDRY CLEANERS
BAYWASH, 44 Leland Ave.
CITY WASH INTERNATIONAL, 83 Leland Ave., 333-9467
COIN WASH & DRY LAUNDRY, 186 Leland Ave.
FORTY-NINER CLEANERS, 51 Leland Ave., 239-6418
LELAND AVENUE CLEANERS, 151 Leland Ave., 586-1412
VALLEY LAUNDRY, 90 Leland Ave.
VISITACION VALLEY LAUNDRY, 108 Leland Ave., 239-9030
LEARNING
3-A-1 LEARNING ACADEMY, 240 Leland Ave., 584-8555
VISITACION VALLEY COMMUNITY BEACON CENTER, 450 Raymond Ave., 452-4907
VISITACION VALLEY FAMILY SCHOOL, 325 Leland Ave., 585-9320
LIBRARY
VISITACION VALLEY BRANCH, 45 Leland Ave., 239-5270
MANUFACTURER
NATIONWIDE PAPER, 345 Schwenn St., 586-9160
MEDICAL
AMERICAN RED CROSS, BAY AREA CHAPTER, 1704 Sunnydale Ave., 584-3620
HAWKINS VILLAGE MEDICAL CLINIC (Dept. of Public Health), 1099 Sunnydale Ave., Appointments: 715-0310
DR. SAM HO, MD, 9 Silman St. No. 4, 337-6135
NORTHEAST MEDICAL SERVICES, LELAND AVENUE, 82 Leland Ave., 391-9686 (ask for Leland Avenue clinic)
PORTOLA FOOT & ANKLE CLINIC (Dr. Divyang Patel) 2858 San Bruno Ave. 467-7500

NOTARY
ROYAL PACIFIC MORTGAGE, 46 Leland Ave., 333-4900
ORGANIZATIONS
ASIAN PACIFIC AMERICAN COMMUNITY CENTER, 2442 Bayshore Blvd., 587-2689
GENEVA TERRACE PROPERTY OWNERS ASSOCIATION, 60 Burr Ave., 584-2700
GIRL SISTER SCHOOL ACADEMY, 2050 Sunnydale Ave., 333 Schwenn St., 584-4044
JOHN KING SENIOR COMMUNITY, 500 Raymond Ave., 239-6233
LELAND HOUSE, 141 Leland Ave., 405-2000
ROCK (Real Options for City Kids), 590 Leland Ave., 333-4001
VISITACION VALLEY SENIOR CENTER, 66 Raymond Ave., 467-4499
PHARMACY
VISITACION VALLEY PHARMACY, 100 Leland Ave., 239-5811
PHOTOGRAPHER
WALTER CORBIN PHOTOGRAPHY (freelance), 435 Sawyer St., 587-9471, fax 337-8620
PLUMBING
MARK VOELKER PLUMBING, 99 Arieta Ave., 467-7401
POST OFFICE
VISITACION USPO, 68 Leland Ave., (800) 275-8777
REAL ESTATE
JUSTYNA P. TO (Century 21), 2488 Junipero Serra Blvd., Daly City 94015, (650) 991-5215, Mobile (415) 830-1235
CATHY KLINE SAUNDERS (Zephyr Real Estate), 215 West Portal Ave. 731-5011 ex. 163
RESTAURANTS
BAYSIDE CAFE, 2011 Bayshore Blvd., 467-2023
CLIFF'S BAR-B-Q & SEAFOOD, 2177 Bayshore Blvd 330-0736, Fax 330-9813
G & L BAKERY & RESTAURANT, 198 Leland Ave., 239-6283
HERNANDEZ TAQUERIA & BAKERY, 98 Leland Ave., 587-7721
LUAN FAT BAKERY, 110 Leland Ave., 585-1167
PHO Y8 G RESTAURANT, 73 Leland Ave., 469-5686
TWO JACKS, 167 Leland Ave., 337-0433
SCULPTOR
CARTORIGIALS (Mikal Carbor), 2 Hahn St., 239-4138
SELF-DEVELOPMENT
DYNAMIC DEVELOPMENTS (Marjorie Ann Williams, CEO, Career and Self-Enhancements Specialist) 467-7608
SERVICE PROVIDERS
THE VILLAGE, 1099 Sunnydale Ave., 239-5045
VISITACION VALLEY BILINGUAL EDUCATION, SUPPORTIVE SERVICES & TRAINING (VVBESS), 120 Leland Ave.
VISITACION VALLEY COMMUNITY CENTER (VCC), 50 Raymond Ave., 467-6400
VCC FAMILY & COMMUNITY SERVICES CENTER, 161 Leland Ave., 586-6998, Fax 586-8027
VISITACION VALLEY JOBS, EDUCATION AND TRAINING (VJET), 1099 Sunnydale Ave., 239-2866
TAVERN
THE CLUB HOUSE, 25 Blanken Ave.
TELEPHONE
D & A WIRELESS, 78 Leland Ave., 452-4139
VARIETY
GOLDEN 99 CENTS ZONE, 5-7 Leland Ave., 333-3923

Books Speaking to Needs of Blind Veterans

Read all about it-America's from the closest regional or veterans are getting older. It's estimated that close to 10 million of this country's nearly 25 million military veterans are now in their senior years.

For many, everyday activities such as reading a newspaper are becoming a challenge. Even younger veterans injured in service may find they now need help with tasks they used to manage easily, such as turning the pages of a book or reading the print of the sports page.

Fortunately, a free library service is available to help veterans of all ages whose low vision, blindness or physical handicap makes it difficult to read or use a standard printed page such as a newspaper. The National Library Service for the Blind and Physically Handicapped (NLS), Library of Congress network of regional libraries brings books and magazines on cassettes and in braille straight into the hands of veterans and other qualifying American residents and citizens.

The program, known as Talking Books, loans members a wide selection of recorded books and magazines, braille books and magazines, and music scores in braille and large print.

The program has been popular with veterans and veterans groups for some time. In fact, they are some of the most avid users of NLS services. Requests from veterans for specific materials receive first priority over others.

Tom Miller, Executive Director of the Blinded Veterans Association (BVA) and a veteran totally blinded by a land mine in Vietnam in 1967, is a longtime supporter of the Talking Books program and invites more veterans to enroll. Said Miller, "It is a benefit far too many of us don't take advantage of."

Applications may be requested

from the closest regional or subregional library. A searchable list of locations is available at the Web site www.loc.gov/nls. The application requires the signature of an official source such as a doctor, caseworker or an NLS regional librarian in order to join the program. Many veterans groups and programs may assist with this process.

Once an application is completed, the playback equipment for the Talking Books program will be sent within three working days. An initial shipment of books and catalogs is usually sent within the following two working days. An NLS reader advocate may also follow up to better personalize the selection of materials. Materials are shipped and returned via the U.S. Postal Service at no cost.

To learn more, call 1-888-NLS-READ (1-888-657-7323).

Police Community Relations Meeting

Captain Paul Chignell of Ingleside Station will update the neighborhood on safety issues when Visitacion Valley holds its next monthly *Police Community Relations Meeting* at 7 p.m. on Thursday, June 9 at the Visitacion Valley Park Clubhouse, 251 Leland Ave at Cora Street.

Crossword Puzzle Solution

S	E	P	A	L	D	A	D	Z	I	P
E	V	A	D	E	A	B	E	A	B	A
I	O	N	I	C	D	O	C	M	A	C
S	E	E	T	H	E	V	A	M	A	N
				E	S	S	E	N	E	
M	A	A	R	E	H	T	I	T	A	N
A	R	U	M	L	E	R	N	E	M	A
T	E	K	E	L	L	E	A	C	E	
				T	I	F	F	I	N	
B	A	L	A	T	A	S	T	R	A	T
A	A	A	C	G	I	R	I	V	A	L
A	R	N	H	O	C	U	S	U	R	A
L	E	D	I	T	A	M	E	S	I	N

Family & Community Services Center

Visitacion Valley Community Center, Inc.

"We will provide social support, learning and understanding about kin parenting, the importance of health such as mental, physical, legal rights and community resources. Experience outdoor activities (field trip) and response to their needs."

Cantonese Kinship Support Group
Wednesday, June 16, 22 and 29
10 a.m. to 1 p.m. at 161 Leland Ave.

Lunch, childcare and incentive provided.

For more information, contact the staff of Family and Community Services Center:
Meriam T. Abalos, FCSC Director
Marichelle Punzalan, Assistant Coordinator
Steven Wong, Admin. Assistant
Tammie Lawrence, Outreach Worker
Joyce Boon, Family Counselor

Monday and Friday: 9 a.m. - 4:30 p.m.

Tuesday, Wednesday, Thursday: 9 a.m. - 7 p.m.

Saturday: 9 a.m. - 3:30 p.m.

Email: meriam_vvcc@sbcgolbal.net

161 Leland Avenue



***Financial Literacy Workshop, Wednesday, June 1**
5:30 to 7:30 p.m. at Frandelja Childcare Center 950 Gilman Ave.

Dinner and childcare will be provided!

***Parents Advisory Meeting, Friday, June 3**
6:30 to 7:30 p.m. at 50 Raymond Ave.

Dinner and childcare will be provided!

***Meet and Eat in the Community, Friday, June 3**
6:30 to 7:30 p.m. at 50 Raymond Ave.

***Meet and Eat in the Community, Saturday, June 4**
11 a.m. to 3 p.m. at Herz Playground, 1700 Visitacion Ave.

***Parents Support Group, Friday June 10**
5:30 to 6:30 p.m., at 50 Raymond Ave.

***Meet and Eat : Games and Activities by Jumpstart**
Friday, June 10, 6:30 to 7:30 p.m. at 50 Raymond Ave.

Dinner and childcare will be provided!

***Parent Education Workshop, Friday, June 17**
5:30 to 6:30 p.m. at 50 Raymond Ave.

Language to Literacy Workshop by Angela Siharath

***Meet and Eat : Games and Activities by Jumpstart**
Friday, June 17, 6:30 to 7:30 p.m. at 50 Raymond Ave.

Dinner and childcare will be provided!

***Meet and Eat in the Community, Friday, June 24**
5:30 to 7:30 p.m. at Angela's Home Day Care, 137 Nueva Ave.

Dinner will be provided!

(415) 586-6998 Fax 586-8027



ZEPHYR
REAL ESTATE

Cathy Kline Saunders

Broker Associate

As you know, I have been the most successful realtor in Visitacion Valley for more than 20 years. I was born and raised in the Valley, and have successfully been representing buyers and sellers for years. I am also actively involved in neighborhood charities and community events.

**You know me! You can trust me!
I will help you prepare your home
so that you get top dollar.
For all your real estate needs,
I am *still* the person to call.**

I look forward to working with you.

Call Cathy at (415) 731-5000 Extension 163

215 West Portal Avenue, San Francisco, CA 94127